



Position Description: Senior Director of Program Operations

Organizational Summary: Quality educational experiences are essential to preparing students for the future, yet systemic barriers create pronounced disparities in educational opportunities and outcomes. The Emily Krzyzewski Center, a nonprofit organization in Durham, North Carolina, implements four distinct programs designed to build on the academic, career, and leadership potential of students who are traditionally underrepresented in higher education. Collectively, our programs serve students from elementary school through college and equip them with the skills necessary to successfully complete higher education, connect to promising careers, and become agents of change within their communities. We amplify our efforts through partnerships with our local school district, community-based organizations, and universities.

Program Description: The Senior Director of Program Operations is a new role. This position will be a key member of the Emily K Center's leadership team, providing direction and support for the highest quality implementation of the Center's four programs: Pioneer Scholars, an academic enrichment program serving elementary and middle school students; Scholars to College, a cohort model college readiness program for high school students; Game Plan: College, an open-access postsecondary planning and support program for high school students; and Scholars on Campus, a college success program designed to support graduates of Scholars to College to and through their college journeys. Parents and caregivers are essential partners in our collaborative work of empowering students to set and achieve their most important personal and educational goals. Additionally, we complement our direct work with students through collaborations with diverse community partners that address systemic barriers impacting students' holistic progress and success. The Senior Director of Program Operations will work with each program's staff to ensure all aspects of program operations, planning, and delivery are executed with fidelity and with the highest quality. This is an exciting opportunity for an experienced programming professional looking to apply their expertise to the successful operation and enhancement of a suite of programs designed to support Durham's youth.

Job Title: Senior Director of Program Operations

Key lived experiences, attributes, and skill sets sought:

- Minimum of five years' experience developing, implementing, and leading comprehensive programs serving students who face systemic barriers to educational opportunity
- Minimum of bachelor's degree required
- Connection to and understanding of North Carolina's K-12 and postsecondary landscape required
- Minimum of five years of demonstrated excellence in program management and administration
- Minimum of five years of demonstrated excellence in staff management and staff development
- Exceptional interpersonal, collaborative, relationship-building and leadership skills
- Expertise in academic and college readiness programming
- Demonstrated ability to utilize data to inform and/or drive decision making, program enhancement, and accountability practices
- Demonstrated commitment to infusing racial equity and culturally responsive pedagogy into work with students, families, and communities whom society has marginalized
- Familiarity with best practices and model programs in the areas of college readiness, access and success and youth empowerment

Job goal:

Reporting to the Chief Program Officer, the Senior Director of Program Operations provides operational support and oversight to the Emily K Center's four programs, overseeing the implementation of academic and college readiness and success programming for enrolled students. Effective monitoring of progress towards programmatic goals and collaborative work with each program team as a whole are at the core of the work of this role. As such, strong

program planning and administration skills, an inclusive leadership and staff development approach, and the ability to successfully engage and manage community volunteers and partners are central to effective service delivery, as is oversight of the development and implementation of high-quality instructional and curricular practices. The Senior Director will leverage his/her/their expertise in the fields of K-12 education, college readiness, culturally responsive programming, and youth development and empowerment to ensure the effective implementation of programming that builds on students' strengths and skills and results in their readiness to successfully identify and pursue their goals.

Primary Responsibility Areas:

- *Staff Leadership and Volunteer Management:*
Provide guidance and support to a programming team consisting of both full-time and part-time direct service staff through an empowerment-based and inclusive leadership style, with direct supervisory responsibility for five full-time and one part-time program staff. Lead recruitment, hiring, orientation, and ongoing professional development for full- and part-time staff members. Manage annual performance management process for direct reports. Coordinate recruitment, training and management of volunteers who are central to the work of each program. Serve as the primary point of contact and decision-maker regarding staff and volunteer needs and issues.
- *Program Management:*
Provide on-site support and supervision throughout regular programming operations. Through regular review of program success goals and key performance indicators, monitor each program's progress towards goals utilizing data informed approaches, working collaboratively with the Data, Evaluation and Impact Specialist. Troubleshoot and mitigate factors impeding progress towards goals. Ensure effective annual planning processes across programs, resulting in timely and high quality execution of program components and events. Collaborate with program directors and Chief Operating Officer to develop and monitor program budgets. Collaborate with Chief Program Officer to ensure alignment of program implementation with short, medium, and long range strategic priorities and goals.
- *Student Services:*
Facilitate the work of program staff by troubleshooting emerging student needs and issues and identifying additional resources and strategies as needed. When needed, collaborate with Student Resource and Support Manager to support critical student or family needs. Collaborate with school and university partners as needed to secure student services and assist with advocacy for student needs.
- *External Relations:*
Cultivate and maintain relationships with university, community-based, and programming partners in order to develop and maximize enrichment opportunities for students and support mission-aligned community-based efforts, either leading those efforts or supporting the work of other program team members. Represent the Center in community meetings, presentations, professional conferences and other outreach opportunities as appropriate.

Terms of Employment: Full-time position with comprehensive benefits. Some flexibility in scheduled work hours, with programming taking place both during and outside of school hours. Core programming hours include after school Monday through Friday, Wednesday and Thursday evening programming, and occasional weekends. Employment is contingent upon successful clearance of criminal background check. Pay range: Upper \$70K to low \$80K. Preferred start date: July 2022.

Evaluation: Performance of this job will be evaluated annually.

To apply: Submit one document that includes your resumé and a cover letter outlining your qualifications and interests to the attention of Dr. Valerie Anderson at jobs@emilyk.org with the subject line "Senior Director of Program Operations Position." Priority application deadline is May 13, 2022. Applications will be reviewed on a rolling basis until the position is filled. For more information, visit www.emilyk.org.