



Friendly Towns Program Manager

The Fresh Air Fund has provided free summer experiences in the outdoors to more than 1.8 million New York City children from low-income communities since 1877. Each summer, thousands of children visit either volunteer host families in rural and suburban communities along the East Coast and Southern Canada, attend six Fresh Air camps in New York's Mid-Hudson Valley, or participate in other outdoor programs run by The Fresh Air Fund. Young people also participate in year-round leadership and educational programs offered by The Fund. In Summers 2020 and 2021, during the difficult realities of COVID-19 and the economic crisis, The Fresh Air Fund reimagined summer and developed new in-person and virtual program models to support youth in New York City.

The Fresh Air Fund (The Fund) seeks an experienced Program Manager to join our Friendly Towns team.

Position Summary

The Fresh Air Fund is seeking a detail-oriented, organized, professional, and proactive individual with excellent communication, relationship-building skills, and customer service skills to serve as the Program Manager for the Friendly Towns Department. The Program Manager will be responsible for program planning, volunteer management, and volunteer training, among various other tasks. The Program Manager will serve as an integral member of the Friendly Towns team both leading and supporting on a series of projects outlined below, along with additional projects as assigned.

This is a full-time, in-person (currently in-person 2 days a week) position based in our NYC office that reports to the Director of Friendly Towns.

Responsibilities

Program Planning and Management

- Continually evaluate the program and engage actively in strategic planning for the future of the program;
- Lead on volunteer and host recruitment efforts;
- Create and manage timelines and project plans for host recruitment, host interviews, and matching process;
- Work closely with the Operations Manager to coordinate host application process and matching process;
- Lead the Friendly Towns Team in the matching process in close collaboration with the Community Outreach/Support Services Team;
- In concert with Community Outreach/Support Services staff, participate in the matching process between young people and volunteer host families and facilitate transportation and other relevant needs;
- Support the Salesforce transition and use of Salesforce;

- Ensure that all child and family information is maintained in such a manner as to protect personal information and maintain privacy;
- Collaborate with Research and Evaluation Manager to coordinate program evaluation;
- Lead on survey development for Friendly Towns-specific events (in collaboration with Research and Evaluation Manager); and
- Work with Friendly Towns Team, especially Deputy Director and Program Coordinator, to build partnerships for the program.

Volunteer Training and Management

- Lead in planning and organizing volunteer training;
- Train colleagues and create resources for team to use in training sessions;
- Lead in updating program policies and creating new policies as necessary;
- Lead in volunteer recruitment;
- Manage volunteer role descriptions and volunteer contracts; and
- Create and implement model for succession planning for volunteers.

Friendly Towns Area Management

- Recruit, train, and support volunteers and build partnerships in their directly managed area;
- Analyze volunteer capacity and facilitate trainings and meetings in their directly managed area;
- Serve as first stop for volunteer and host challenges and complaints in his/her directly managed areas and collaborate with and provide input to Director and Deputy Director in managing challenges in their directly managed area;
- Create plans for each area with strategies for strengthening communities and building infrastructure; and
- Interview Host Families and Volunteers (as necessary).

Annual Volunteer Conference

- Lead the content and training development of Conference;
- Oversee session development to ensure sessions are instructive and engaging, and that as a whole, the conference covers all necessary information for the program;
- Participate in and assist with planning the annual Friendly Towns Conference; and
- Arrange for virtual and/or in-person make-up training sessions for volunteers who cannot attend the Annual Volunteer Conference.

Communications

- Work with the Friendly Towns Team to liaise with volunteers, host families, and NYC families via email, phone, written correspondence, and mass communications; and
- Collaborate with Communications Team to ensure updated recruitment materials.

Hiring and Management

- Directly supervise the Friendly Towns Program Coordinator; and
- Support summer staff hiring.

Year-Round Engagement

- Participate in and support in facilitating year-round programming and engagement efforts.

Transportation

- Lead special transportation process and planning.

Additional duties as assigned.

Qualifications

- Enthusiasm for the mission of serving children in New York City's underserved communities;
- BA/BS Degree required; Master's Degree preferred;
- 3-5 years of experience in the field of youth development, education, volunteer management, not-for-profit operations, community development, customer service or equivalent combination of experience, education, and training;
- 3-5 years of experience working in an office setting;
- Strong analytical, verbal, written, organizational and communication skills;
- Ability to effectively multi-task;
- Ability to work successfully with a broad range of personality types;
- Ability to conduct challenging conversations;
- Highly developed organizational skills and attention to detail;
- Experience with volunteers and/or history of volunteer service;
- Experience facilitating trainings and/or meetings;
- Experience teaching or training;
- Knowledge of program evaluation and data analysis and collection;
- Experience with Excel required;
- High degree of professionalism and ability to safeguard private information;
- Impeccable leadership skills and ability to inspire and influence peers and colleagues;
- Mastery of Microsoft Office Suite and experience with customer relationship management (CRM) software (such as Salesforce);
- Ability to travel to Friendly Towns throughout the year;
- Driver's License required; and
- Some evening and weekend meetings are required.
- Interest in joining a youth development organization and supporting its mission and vision.

Salary & Benefits

The salary for this role is \$68,000. The Fresh Air Fund offers a generous benefits package including medical, dental and vision insurance, flexible spending accounts, commuter benefits, and employer and employee retirement contribution plans.

Application Instructions

To apply, please submit an application and cover letter at: <https://fafjobs.workbrightats.com/jobs>. Applications without a cover letter will not be considered. We are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, please.

The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations and communities to apply.