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4500 Adam's Way • Randleman, NC 27317

Job Title: REACH (Outreach) Manager

Job Type: Full-Time

Direct Report: REACH Director

FLSA Status: Exempt

Summary

As the Victory Junction REACH Manager, one will be intricately involved in the day-to-day operations and procedures of working with children in a medically fragile state. This position will report directly to the Victory Junction REACH Director and be responsible for the oversight/supervision of interns and part-time employees. This position will work primarily with the Victory Junction REACH Program's North Carolina partnering sites. Program management and implementation are crucial aspects of this role. This position does involve travel.

Essential Duties & Responsibilities

Following is a summary of the essential functions for this job. Other duties may be performed, both major and minor, which are not mentioned below. Specific activities may change from time to time.

- Work in the designated hospital/hospitals alongside the Child Life Services team in place
- Creatively control program implementation per the child/families being served
- Bring camp-style activities to children and families
- Create a happy camp like environment inside the Hospital
- Manage program supplies and report any needs
- Manage interns' program supplies and allocate any needed materials
- Effectively use all current supplies and maximize their potentials
- Fulfill schedule set by the REACH Director
- Communicate effectively with the partnering site staff (Hospital, Ronald McDonald House)
- Professionally represent Victory Junction and the mission that is in place
- Assist in designing and creating new program activities
- Create and evaluate new and existing programming
- Provide weekly numbers served updates to the REACH Director
- Provide weekly program reports and feedback
- Report all pertinent information to the REACH Director
- Keep open lines of communication between all REACH staff
- Work with interns and the REACH Director to continuously enhance and grow the REACH Program to new and existing sites
- Adhere to and implement the policies and procedures of Victory Junction
- Always follow Victory Junction Protocol
- Follow and adhere to Hospital protocol and procedures

- Complete volunteer training for each designated partnering hospitals in order to receive clearance
- Communicate with Child Life staff in all partnering hospitals to ensure quality of programming is up to standard
- Foster an environment of diversity, equity & inclusion while implementing intentional practices to ensure continued growth and success in these areas

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- Bachelor's Degree in Child Life, Recreation Management, or other related field
- Prior experience working with medically fragile children
- Prior summer employment or volunteer experience with Victory Junction highly preferred
- Demonstrated excellence in written and verbal communication skills
- Demonstrated strong child programming skills (games, arts, etc.)
- Demonstrated leadership and networking skills

Skills and Competencies

- Ability to use discretion and have highest business ethics

Language Ability

- Ability to effectively communicate at all levels
- Ability to communicate using written reports

Reasoning Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form

Attention to Detail

- Ability to pay close attention to detail for accuracy and thoroughness in completing work

Organizing, Planning, and Prioritizing Work

- Ability to develop specific goals and plans to prioritize, organize and accomplish work
- Ability to work independently

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly lift and/or move 20 pounds
- Regularly required to use hands, talk, or hear
- Travel
- Regularly required to stand, walk, sit, and reach with hands and arms

Please submit cover letter and resume to Angela Bryan, REACH Director, at [**mailto:abryan@victoryjunction.org**](mailto:abryan@victoryjunction.org).