

## FOR PUBLIC DISTRIBUTION

### POSITION TITLE

Position	Program Manager, Programs and Growth
Level	Professional
Status	Full Time
Department	Programs and Growth
Location	Norwalk, CT or Remote option available

**SeriousFun Children's Network, founded by Paul Newman**, is a growing global community of independently managed and financed camps and programs, which have come together with a common purpose – to provide transformative experiences to children with serious illnesses and their families, free of charge. Through our 30 camps and partner programs around the world, SeriousFun reaches more than 150,000 children and families annually. Learn more at [www.seriousfun.org](http://www.seriousfun.org)

**About us:** The SeriousFun Support Center is located in East Norwalk CT. Our team of 30 staff members provides support services to SeriousFun camps and partnership programs around the world in order to ensure program and operational excellence, create awareness for the camps worldwide, and foster the continued growth of the Network as a whole.

SeriousFun is committed to fostering and ensuring a culture and environment that values the experiences, knowledge, and voices of all those who work to carry out our mission. We are continually focused on bringing our core principles of diversity, equality, and inclusion to life by embracing individual talents and experiences and encouraging ongoing learning and understanding.

The purpose of our job posting is to provide an overview of the responsibilities and qualifications needed for this role and what it's like to work with us. If this sounds like the work you would like to do - and if we sound like a non-profit that you would like to work for - **then please apply even if you don't match 100% of the job description.**

### **This position is perfect for you if:**

You are curious, detail-oriented, adaptable to a frequently changing environment, and excited to support camps in different countries and cultures. An individual who takes care with managing partner relationships, can work independently, and who values diversity, collaboration, and learning will thrive in this position.

### **POSITION SUMMARY**

At the direction of the Associate Director for Programs and Growth, the Program Manager acts as liaison for a selection of SeriousFun program partnerships that create inclusive camp and recreational experiences for children living with illnesses and their families across the globe. Key responsibilities include maintaining and nurturing partnerships to increase reach and impact of camp programs, assisting with shared learning and resources to support the professional growth of each partner's camp leadership and staff, and delivering tailored support and technical assistance to partners which upholds Network-wide standards of excellence. The Program Manager is also a subject matter resource for program consultants, as needed, when visiting partner program sites.

The following are general expectations for employees at this position level. Specific responsibilities and expectations for this particular role are described further above and below.

*All SeriousFun employees at the Manager level support and manage specific functions and processes within their department, as well as other cross-departmental areas when needed at the direction of their supervisor. Managers*

*may engage and interact with camp and partner program staff, donors, third-party vendors, partners and/or service providers. Employees at this level are expected to work successfully with a medium level of day-to-day oversight and support from their direct supervisor, and with considerable independence during times of travel and visits to partner program sites.*

## **ESSENTIAL RESPONSIBILITIES**

### **ACT AS PRIMARY LIAISON FOR A SELECTION OF PROGRAM PARTNERSHIPS**

- Establish and maintain positive relationships with partner colleagues, including senior leaders and management staff
- Coordinate and guide regular conversations with partners about camp program strategy, annual goals and funding, support needs, operational challenges, and growth opportunities
- Complete written reports and annual summaries and record call notes to document partnership activities, updates, progress and recommendations
- Monitor social, political, and security developments in each partners' country and region

### **DELIVER TAILORED SUPPORT AND TECHNICAL ASSISTANCE TO PARTNERS**

- Design and coordinate the delivery of trainings and facilitate sessions for camp teams
- Maintain own professional learning to stay up to date on developments in global health and positive youth development
- Collaborate with SeriousFun medical advisors and Research Director to ensure high standards of camp medical operations and support any camp evaluations or research projects, as appropriate.
- Work with SeriousFun teammates to coordinate consultant and vendor contracts, flights, accommodations, transportation, and reimbursements for any visits to partner sites.
- Assist in interview process and orientation for consultants, as needed, to support the delivery of trainings and technical assistance during visits to partner sites.
- Oversee consultants and conduct regular check-ins throughout their contract period.
- With guidance from the Operations team, prepare for and mitigate travel safety risks during visits to partner sites, including orienting short-term consultants to travel safety protocols.

### **PROVIDE SHARED LEARNING & RESOURCES**

- Create and collect resources that respond to support needs shared across multiple partners.
- Facilitate discussions and presentations on key learning topics among partner colleagues and camp leaders Network-wide, as applicable.
- Assist with gatherings of camp leaders, including logistics, content and session development, and facilitation during the gathering.

## **Competencies:**

- **Job-Specific Skills, Knowledge and Ability:** Demonstrating the application of job-specific technical skills, general knowledge, and/or abilities to add value.
- **Authority and Accountability:** Providing direction of processes, projects, programs, and people. Delegating responsibilities and decisions appropriately. Being accountable for results.
- **Critical Thinking and Decision Making:** Making decisions and solving problems involving varied levels of complexity, ambiguity, and risk.
- **Planning and Organizing:** Defining tasks and milestones to achieve objectives and ensuring the optimal use of resources to meet those objectives.
- **Interpersonal Skills:** Building and maintaining productive work relationships, collaborating with others to achieve common goals, listening and communicating in a way that is inclusive, respectful and supportive of others.
- **Adaptability:** Adjusting one's own behavior to work efficiently and effectively in light of new information, changing situations, and/or different environments.
- **Leadership:** Setting a positive example, encouraging and supporting collaboration and teamwork, exhibiting humility, helping others achieve success, being honest and trustworthy.

#### **Minimum Qualifications & Job Specific Skills**

- Education: Bachelor's Degree (e.g. BA, BS) or equivalent
- Years of Relevant Work Experience: 3-5 years
- Proven skills in: Project management, partnership management and facilitating for small groups.

#### **Preferred Qualifications & Job-Specific Skills**

- Experience in working in NGO's or other non-profit organizations, particularly those in the areas of youth development and global health
- Familiarity with SeriousFun camps and/or camp experience
- Experience working across cultures or traveling internationally

**Company Culture, Perks and Benefits** – please read **Our Focus** [here](#) to get a sense of what's important to us.

- Fun, respectful, and collaborative environment.
- Professional Development opportunities (online and company facilitated offerings).
- Respect for your non-working time (in Eastern Standard Time) unless under special circumstances, we limit contacting staff on evenings and weekends.
- 30+ days paid time off for you to enjoy as you see fit, including vacation days, holidays, opportunities to volunteer at a SeriousFun camp.
- Paid time off for family, medical, and civic service needs.
- Company sponsored retirement savings plan after one year of continued service.
- New office located in a fully renovated mixed-used building with great onsite (free) amenities.
- Steps away from the regional train station

*Benefits are subject to change*

*Compensation is commensurate with experience and relevant labor market comparisons.*

*To apply for this position, please submit your resume, cover letter and complete an application here:*

[Program Manager, Partner Programs application](#)