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POSITION TITLE

Position	Program Manager, Learning and Education
Level	Professional
Status	Full Time
Department	Program
Location	Norwalk, CT

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 programs around the world, SeriousFun reaches more than 150,000 children and families annually. Learn more at www.seriousfun.org

About us: The SeriousFun Support Center is located in East Norwalk CT. Our team of 33 staff members provides support services to SeriousFun camps and partnership programs around the world 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 a creative and collaborative thought leader who will support the content management and facilitation of our leadership Fellows and Mentorship programs for our global network of camp personnel. This position requires an individual who is poised, and able to communicate and work effectively at a variety of levels in companies and at SeriousFun, with a successful track record of managing relationships with a broad spectrum of constituents.

Position Summary

The *Program Manager, Learning & Education* is a vital contributor to the growth and effectiveness of the knowledge exchange hub at SeriousFun Children's Network. Reporting to the Director, Learning & Education, the Manager plays a critical role in enhancing the support provided to SeriousFun camps and programs across the globe and showcasing thought leadership to advance the mission. This position will manage content development, facilitation, and process implementation related to SeriousFun leadership development programs and other professional development trainings and initiatives for SeriousFun camp staff. Specific projects include, but are not limited to management of SeriousFun's flagship Leadership Fellows Program & SeriousFun Mentorship Program. The role involves active engagement with SeriousFun's global network of camp and program personnel at the individual, peer group, camp, and Network level, external vendors, service providers, and partners.

- Individuals at the Manager level at SeriousFun Children’s Network are expected to support specific areas and processes and manage specific aspects of those areas and processes, as well as other cross-departmental areas when needed and directed by their supervisor.
- Employees in this position can expect a medium level of day-to-day oversight and support from a direct supervisor.

Essential Responsibilities

Leadership Development

- Collaborate with the Director of Learning & Education and other members of the department to design and implement innovative leadership development offerings for Network staff.
- Manage the Leadership Fellows Program, including but not limited to:
 - Develop, continuously evolve, and improve curriculum content and program elements
 - Design and facilitate the kick-off and close-out events and virtual cohort connections
 - Recruit, orient, & provide resources to the Selection Committee for determining program participants
 - Recruit, orient, and provide resources and support to Network Mentors
 - Coordinate with a roster of professional coaches for work with Fellows
 - Coordinate and collaborate with Program Associate to implement Fellow peer visits to other Network camps
 - Facilitate culminating project process
- Oversee the SeriousFun Mentorship Program, including but not limited to:
 - Oversee participant process and experience
 - Collaborate with Program Associate for continuous improvement of the communication process for potential program participants
 - Update orientation materials and process for participants in collaboration with Program Associate
 - Curate and update resources for mentees & mentors

Support of SeriousFun Member Camps and Partner Programs

- Support the design, development, implementation, and evaluation of Network-wide virtual and face-to-face trainings and initiatives offered by the Learning & Education team and in collaboration with other departments
- Implement and participate in the evaluation of Network-wide knowledge sharing practices, including periodic peer connections and formal collection and dissemination of innovative practices
- Provide targeted support to individual Member Camps and Partner Programs, based on needs assessments, including designing and delivering individualized technical support and/or helping to identify and coordinate external expertise.

Thought Leadership

- Design and deliver content, trainings, and workshops based on SeriousFun philosophies to external audiences. This may include submission of abstracts to conferences and delivering workshops to external organizations and partners.

Key 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, and being honest and trustworthy.

Management: Mentoring, coaching, and providing feedback, direction, development opportunities, and positive reinforcement to employees. Inspiring commitment, providing vision, promoting and ensuring alignment with organizational goals and values.

Minimum Qualifications

- Education: Bachelor's Degree (e.g. BA, BS) or equivalent
- Years of Relevant Work Experience: 3-5 years

Preferred Experience and Skills

- Experience with virtual and face-to-face group facilitation or background in Education
- Strong written and verbal communication skills
- Experience working with global stakeholders
- Experience working in NGO's or other non-profit organizations
- SeriousFun program/camp experience

Company Culture, Perks, and Benefits – please read **Our Philosophies** [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+ for you to enjoy as you see fit, including vacation days, holidays, and opportunities to volunteer at a SeriousFun camp.
- Paid time off for family, medical, and civic service needs.
- Company-sponsored retirement 403b 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 East Norwalk 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, and cover letter and complete an application here:

<https://form.jotform.com/233104556732149>