

Director of Programming & Operations

Job Description



Position Summary

The Director of Programming & Operations is responsible for the strategic design, implementation, and oversight of all Girls Inc. of Delaware programming statewide. This position directly manages full-time and part-time Program Facilitators, ensuring that programming aligns with the Girls Inc. Experience and national standards, meets funder and partner expectations, and yields measurable outcomes. The Director leads recruitment, training, and supervision of program staff, evaluates program effectiveness, and ensures compliance with grant, safety, and data collection protocols.

Primary Responsibilities and Time Allocation:

Program Design, Delivery, and Innovation (30%)

- Lead strategic planning and implementation of all GIDE programs, including Smart (STEAM and literacy), Strong (SEL and wellness), Bold (safety, financial literacy, advocacy), THE CLUB, Summer Camp, and Project Accelerate
- Oversee development of program schedules and monthly/annual calendars for in-school, afterschool, virtual, Saturday, and summer activities and events
- Ensure curriculum delivery meets high-quality standards and outcome goals for girls in grades K–12 and college-aged participants in Project Accelerate
- Work collaboratively with the Executive Director in aspects of grant reporting and adhering to grant requirements

Facilitator Management and Staff Development (25%)

- Recruit, supervise, and support full-time and part-time Program Facilitators and Leads
- Provide and design onboarding binder, curriculum training, and trauma-informed practice support for new and existing staff using GINA Learning Central resources and external professional training opportunities
- Conduct weekly program staff meetings, monthly check-ins, quarterly staff training, and annual performance evaluations
- Develop goals and objectives for Program Facilitators and Leads using GIDE Strategic Plan; continually monitor and provide feedback to each Facilitator and Lead
- Create a binder for each school, which includes attendance sheets, reporting forms (incident, etc.), emergency protocols, weekly lesson plans, surveys (pre/post), and weekly notes.
- Provide strategic planning for the program department based on growth and trends (i.e., projecting the need for a Program Manager, providing a projection for the number of facilitators, proactive hiring strategies, etc.) for multi-year budgeting purposes.
- Hold weekly staff meetings with 90% attendance from program team

Program Evaluation and Outcomes (15%)

- Manage and oversee data collection systems including Compass 360, pre/post assessments, and Girls Inc. National Outcome Surveys (SSBOS)
- Collaborate with staff and partners to use data to inform program design and report impact
- Ensure that all grant and organizational metrics are tracked and submitted on time

Partnerships, Recruitment, and Expansion (15%)

- Build and maintain relationships with school districts, community centers, and in-school/outreach partners statewide
- Lead partner onboarding, schedule alignment, and program orientation for new sites
- Seek tabling opportunities and community partners to support/enhance the GIDE Experience and other events/programs
- Represent GIDE at events and meetings to foster trust and visibility

Operations, Logistics, and Safety Oversight (10%)

- Manage program supply ordering, programmatic MOU execution, schedules, and program binders
- Monitor program staff timesheets, travel logs, and facilitator compliance with safety policies
- Ensure transportation, space usage, and all programs meet safety and legal standards

Communication, Storytelling, and Marketing Support (5%)

- Work with communications staff to share program success stories, photos, and updates
- Provide facilitators with tools for documenting impact and engaging families
- Contribute to monthly newsletters and donor reporting with meaningful program highlights

Additional Responsibilities

- Outreach and Recruitment
- Periodically meet with parents to explain the GIDE Experience, programs, events, opportunities, and surveys
- Participate in meetings, trainings, and conferences to further professional development
- Inform Executive Director of problems, concerns, incidents, needs, trends, and weekly meetings
- Complete all paperwork related to administrative responsibilities as required
- Act as a backup as needed for programming at partner sites
- Other duties as assigned

Qualifications:

Required

- Bachelor's degree in education, social work, psychology, sociology, child development, or a related field
- Minimum of three years of proven experience in program and curriculum development for elementary through high school youth
- Strong ability to supervise, motivate, train, and evaluate program staff
- Excellent interpersonal, verbal, and written communication skills; able to give and receive feedback constructively
- Demonstrated problem-solving and conflict resolution skills with youth and adults
- Knowledge of youth development, gender equity, social justice, cultural competency, and community-based programming
- Capable of responding appropriately in emergency and crisis situations; must serve as a mandatory reporter
- Proficient in Zoom, Google Meet, Microsoft Office, Google Workspace, and other online tools
- Experience with data management systems, including Compass 360 or similar platforms
- Able to build relationships across diverse backgrounds and communities
- Skilled in identifying both immediate and future program needs and developing strategies to address them
- Willingness to work a flexible schedule including evenings and weekends
- Demonstrated experience managing and developing program budgets
- Experience in strategic planning, operational leadership, and program oversight
- Strong attention to detail with ability to manage multiple projects under pressure
- Valid driver's license and reliable transportation

Preferred:

- Master's degree in a related field
- Familiarity with Girls Inc. programming, principles, or systems

Work Environment

- In-person
- Evening/weekend programming as needed
- 30% travel statewide
- Salary \$65,000 - \$75,000 annually