

**JOB TITLE:** Family Program Manager (Bilingual-Spanish)

**REPORTS TO:** Family Program Director     **STATUS:** Exempt Full-Time

**HOW TO APPLY:** Mail resume and cover letter to: Leah Walton, Gilda's Club Kentuckiana, 2440 Grinstead Dr., Louisville, KY 40204 or leah@gck.org



## JOB SUMMARY

Provide strategic support to sustain and expand youth and families program, with an emphasis on Hispanic community engagement and on-site programming. Oversee large clubhouse-wide social events in partnership with key team members. Provide support to recruitment and engagement of youth members, ensuring we meet program youth participation goals. Provide leadership to the recruitment and engagement of Hispanic members, ensuring we meet Hispanic participation program goals.

This position required a valid driver's license and reliable transportation. This role will include regular evening and weekend events. **This position requires Spanish language fluency.**

## CORE ACCOUNTABILITIES

### 60% Events and Program Offerings

- Work with staff to plan, develop and implement regular Clubhouse-wide social events and off-site social events in other parts of Louisville and Southern Indiana, ensuring increased and sustained participation amongst all members, including families with children. (Noogiefest, Holiday Party, etc.)
- Work with the program team to serve as a Spanish-speaking translator as needed for New Member onboarding and other needs.
- Serve as the welcome and language support team member on site when Spanish-speaking program is offered. (Saturdays, as scheduled)
- Plan regular (estimated quarterly) cultural appreciation nights at GCK engaging the Hispanic community.
- Coordinate Spanish speaking program offerings. This includes scheduling the facilitators for each calendar cycle, confirming details with them prior to their programs, and supporting them as needed in the planning process.

### 20% Outreach

- Identify strategic engagement opportunities with the Hispanic community and community events GCK can contribute to while building relationships with the community.
- Serve as primary staff backup for bilingual outreach opportunities when volunteer Ambassadors are not available.

### 10% Team Player

- Work with all staff to support our mission and operate as a single cohesive team.
  - Support GCK events and staff as needed.
  - Support and contribute to all team goals
- Be a GCK Ambassador

## CORE COMPETENCIES

**Customer Focus.** Systematically gains input from stakeholders and partners and thoroughly understands their needs. Allocates and tailors resources that fulfill and often exceed their expectations for delivery, quality and flexibility in ways that also serve the company well. Organizes around customer requirements. A highly responsive, trusted, respected and preferred provider.

**Teamwork.** Works collaboratively with others to accomplish common objectives. Integrates and pools resources across major groups. Readily exchanges best practices. Actively contributes to team goals as leader or follower. Shares wins and losses. Steps up to and resolves conflict diplomatically. Develops community. Forges win-win internal and external alliances and joint ventures. Genuinely cares about people. Holds strong relationships with primary work group.

**Valuing Diversity.** Respects differences in ideas, experience, competencies, cultural and geographic background, lifestyle or work style. Leverages these differences and customizes organizational practices to achieve business objectives and reinforce corporate values. Matches workforce and leadership diversity with labor, consumer and channel partner markets.

**Strategic Agility.** Accurately anticipates future events, trends, problems and opportunities. Uses broad and deep perspective to paint credible pictures of possibilities and likelihoods. Learns and develops incremental and breakthrough business plans better than competitors. Aligns the organization strategically. Deals well with paradox. Conceptually sharp.

**Creativity.** Applies new ways of thinking about situations. Draws on internal and external best practices to revitalize or abandon existing processes. Builds original processes to fit emerging priorities. Makes unique, value-added connections and contributions. Fosters an environment of innovation. Flexible and adaptable. Among the first to create "outside the box".

**Results Driven.** Demonstrates initiative and sustained motivation to achieve increasingly higher levels of performance - both process and outcome. Prioritizes and invests organizational resources to find and pursue significant opportunities. Sets the standards for speed, tenacity and resilience. Takes aggressive, calculated risks comfortably. A consistently superior performer who relishes leading and manages others with courage. Thrives on "raising the bar."

**Directing through Systems.** Designs practices and operations that can be performed effectively and efficiently without personal day-to-day management. Uses contingencies to keep planned results on track. Removes barriers, disseminates relevant information rapidly to all stakeholders and moves decision making authority as close to the action as possible. Positively impacts people and seamlessly coordinates work across the matrix without being there personally. Delegates and empowers well.

**Professional Expertise.** Proven leadership and technical knowledge in key areas of responsibility. Champions development of new capabilities. Shapes strategic direction of profession inside and outside the organization.