

TITLE: Unit Director/Operations

REPORTS TO: Executive Director



FLSA STATUS: Salaried, Full-Time with Benefits
403b, Pension Plan, 10 paid holidays, 13 days additional PTO with potential to accrue more based on tenure, afterschool & summer childcare available (ages 6 and up)

PRIMARY FUNCTION: The Boys & Girls Club of Henderson County (BGCHC) seeks a Unit Director to manage daily Club operations and work as part of its strategic executive leadership team. This individual operates with a collaborative partner, leading a large department of frontline staff and ensures that objectives are achieved consistent with organizational goals, mission and success equation. Major responsibilities include staff supervision, development and coaching; youth guidance; Club culture and safety; program implementation and scheduling; and management of facilities and transportation.

BGCHC is the county's largest and most diverse youth-services agency providing year-round, out-of-school services to hundreds of youth daily. BGCHC has a proven track record of award-winning programs and people as well as a workplace culture that celebrates innovation, diversity, excellence and commitment.

KEY ROLES:

Program Operations

- Manage daily administrative and operational processes.
- Hiring, onboarding, assessment and termination of frontline staff.
- Ensure staff achieve goals through support in program design & development, logistics, youth guidance and community relations.
- Ensure members receive instruction and constructive feedback to develop skills.
- Ensure a physically and emotionally safe Club environment.
- Coordinate resources both inside and outside Club walls that address individual member needs.
- Serve as member advocate and address behavior issues with members and parent/guardians, according to discipline policy.
- Plan and implement staff development/trainings and lead weekly staff meetings.
- Design daily program schedules prioritizing programs that generate organizational outcomes.
- Ensure adequate program materials and control expenditures within approved budget.
- Supervise maintenance team in upkeep of buildings, equipment, grounds & transportation fleet.
- Oversee youth transportation department.

Staff Oversight

- Train, manage, mentor and lead a team of program staff who understand and accomplish Club standards, policies, priorities and targeted outcomes.

- Work with leadership teams including Program Managers and Outcomes Department to identify growth areas that pursue continuous quality improvement in program delivery and youth experience.
- Hold program staff accountable through outcomes tracking: accurate attendance procedures, pre-/post-testing and other measurable objectives and data collection.
- Ensure proper record keeping, documentation and reporting.

ADDITIONAL RESPONSIBILITIES:

- Develop and sustain relationships with community partners and parents/guardians to identify and address member risks and needs.
- Serve on Board Safety Committee.
- Attend Family Nights, special events/assemblies.
- Serve as liaison for members with schools; community agencies; university systems, etc.
- Occasional support of grant writing/reporting by providing member stories, testimonials, etc.
- Occasional evening and weekend hours necessary.
- May be required to drive Club van.
- Other duties as assigned.

PREFERRED SKILLS/KNOWLEDGE:

- Four-year degree in related field from accredited college or university, or equivalent experience.
- Minimum five years work experience in a Boys & Girls Club or similar organization, planning and supervising activities based on developmental needs of young people ages 6 - 18.
- Fluency in SEL and trauma-informed best practices.
- Strong communication skills, both verbal and written.
- Spanish proficiency is a plus.
- Demonstrated organizational and project management.
- Staff supervisory experience is critical.
- Good interpersonal abilities.
- Effective presentation skills and strong classroom management.
- Must value diversity; culturally sensitive and mission-driven in all interactions.
- CPR and First Aid Certifications highly desired.
- Proficient in Microsoft Word and Excel.
- Valid driver's license and good driving history.
- Must pass criminal background check and drug screen.

RELATIONSHIPS:

Internal: Close, daily contact with Club staff, Club members, and Club leadership team to receive/provide information, solve problems, explain or interpret guidelines/instructions; instruct, and advise/counsel.

External: Contact as needed with external community groups, schools, parents/guardians and other to assist in resolving problems.

Candidates should send cover letter and resume to juliah@bgchendersonco.org.