

# Program Manager Job Description

Below is an example of iMentor's Program Manager, College Success job description.

## Position Overview

Program Managers (PMs) will facilitate high impact relationships between ~150 mentee and mentor pairs by leveraging iMentor's programmatic model to deepen pair relationships and help mentors guide mentees toward the goal of post-secondary success.

PMs will work with mentors (adult-volunteers) to position them as a "go-to" resource for their mentee, and provide individual coaching for pairs. Reporting to a Program Director, PMs will leverage the classroom environment to inspire personal and academic development for each mentee enrolled in the program. By facilitating weekly classroom lessons for mentees, leading monthly events, and providing individual support for pairs, they will help develop a strong partnership at their school site and contribute to iMentor's impact in the college success landscape. They will join a results-oriented, collaborative team working within over 15 schools in the New York City Department of Education network.

The ideal candidate will have 3 or more years of professional experience working with high-school aged youth in a school-based setting or experience in college access programming. Candidates should display youth development knowledge, strong communication skills, effective persistence, and experience coaching individuals toward personal growth. They should believe that every student deserves a champion and a chance to graduate from college. As a commitment to supporting pairs enrolled in the iMentor program, we ask that candidates dedicate at least 2 years to the PM role.

## Responsibilities

*Facilitate relationships between ~150 mentor and mentee pairs:*

- Manage pair relationships and day-to-day programmatic operations across 9th through 12th grade cohorts.
- Execute national program implementation strategies and curriculum content in order to deepen mentor-mentee pair relationships.
- Develop innovative program engagement strategies in order to hold participants accountable for growth and excite them about iMentor.
- Help mentees build meaningful relationships with their mentors by using high-touch communication and targeted case management.
- Provide coaching support for mentors in order to position them as a resource as mentees navigate their academic environment and post-secondary options.
- Utilize data analysis to effectively track pair relationship growth and develop targeted pair support, coaching, and communication strategies.

*Lead weekly classroom sessions and facilitate monthly events:*

- Lead multiple classroom sessions per week for mentees at partner site locations.
- Ensure mentees and mentors exchange deep and meaningful correspondence on a weekly basis via iMentor's technology platform.
- Build engaging classroom lessons based on curriculum content in order to develop student growth.
- Execute and facilitate 2–4 monthly events at school site for pairs in order to build stronger relationships.

*Provide robust and targeted post-secondary support:*

- Leverage curriculum content to build student soft-skills, interests and aptitudes to support post-secondary success.
- Build college aspiration for mentees and assist pairs with navigating post-secondary conversations according to academic level.

*Collaborate externally and internally to support programming:*

- Attend internal meetings to share updates, best practices, and learn about upcoming program implementation strategies.
- Collaborate with co-teachers, Program Director, and school administrators around programming logistics and operations.
- Attend external meetings, relevant community events, and trainings hosted by school administrators as needed.

## Qualifications

- 3+ years of professional experience in youth development, education, or college access.
- Strong organization and time management skills with the ability to succeed in a high-volume, dynamic, and collaborative work environment.
- Superb relationship management and communication skills; experience in building external partnerships, a plus.
- Experience working with data analysis to inform participant support strategies and programmatic outcomes.
- Excellent problem-solving skills with ability to 'think on your feet' and plan both proactively and reactively.
- Strong public speaking skills with experience in large-group activity or classroom facilitation, preferably with youth.
- Able to hold program participants accountable in a clear, assertive, empathetic, and supportive way.
- Interest in working directly with people from various backgrounds, including high school students, families, and adult volunteers.
- Deeply curious about the college application process and excited to learn about financial aid resources for first-generation college students.

- Bilingual skills, particularly Spanish, a plus.
  - Able to travel via public transportation to partner sites and staff weeknight events at school sites.
  - Views differences between individuals (race, gender, age, cultural heritage, physical ability, education and lifestyle) as an asset and demonstrates an appreciation of the diversity within iMentor.
  - Bachelor's degree required and employment contingent on completion of criminal background check.
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