



JOB DESCRIPTION

Title: Lifetime Enrichment Services Program Manager

Reports to: Little House Director

Position Summary

The Lifetime Enrichment Services Program Manager oversees all aspects of PVI's Cultural, Art, Educational, and Technology Programs at Little House.

PVI Culture

PVI has a strong values-driven culture that supports its mission. The Lifetime Enrichment Services Program Manager is expected to model and set an example for other PVI employees to live our Core Values: Respect, Commitment, Trust, Dedication, and Compassion as articulated in the PVI Culture Matrix (attached).

Major Areas of Responsibilities

- Oversee instructors for cultural, arts, technology, and educational programs.
- Develop and implement a comprehensive program strategy that aligns with PVI's mission and goals.
- Plan, coordinate, and manage events, activities, performances, and workshops.
- Evaluate and continuously improve the program's impact, reach, and effectiveness.
- Prepare, monitor, and manage program budget and monitor expenditures to ensure financial objectives are met.
- Assist in expanding late afternoon and evening programs and offsite outings and events. Audit programs on an ongoing basis to ensure maximum success and reach.
- Work with Health & Wellness and Membership Services Manager to ensure cross-coordination of programs.
- Contribute to the development of the monthly Program Guide.
- Maintain and update month-to-month statistics, monitor program performance, and identify and rectify any areas of difficulty.
- Work collaboratively with the Little House Director and Development to promote and market programs across various traditional, online, and social media platforms.
- Attend committee meetings as needed to represent the interests of Peninsula Volunteers, Inc. and Peninsula Volunteers clients in the area of senior well-being.
- Coordinate with Volunteer Coordinator to secure volunteers for programs. Train and supervise volunteers on an ongoing basis. Update volunteer hours on Salesforce.
- Attend relevant events to build the organization's presence, brand visibility, and recognition within the community continually.
- Establish and maintain relationships with key stakeholders in the community. Provide the Little House Director and Outreach Coordinator with program updates and promotion strategies.
- Help with the recruitment and coordination of volunteers for programs. Collect ongoing data on volunteer involvement and update on Salesforce weekly.



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- Carry out any additional assignments required to fulfill PVI's mission.

Position Requirements

Skills Needed

- Proficiency in MS Office applications including Word, Excel, PowerPoint and Outlook.
- Strong supervisory, communication, and organizational skills.
- Collaborative work style.
- Ability to effectively prioritize and follow through on details.
- Knowledge of budgeting principles.
- Professional demeanor, with the ability to develop and maintain rapport with co-workers.
- Ability and willingness to learn new database systems.

Experience and Education

- BA in human services, recreation, or related field, plus three years of management/supervisory experience with the older adult population.
- Direct or related experience with services for the aging.

Physical Requirements

- Moderate use of a keyboard and viewing a computer monitor.
- Ability to travel to various locations for meetings, outreach, etc.
- Ability to twist, bend, reach, carry, and lift.
- Ability to occasionally lift and move up to 25 pounds.

Performance Expectations (Measurable Outcomes)

- Oversee and conduct instructor performance reviews/surveys on an annual basis.
- Increase program participation by 20% within the first year of strategy implementation.
- Launch and sustain at least three new late afternoon or evening programs and four offsite outings.
- Optimize attendance for all programs through semi-annual analysis of participant feedback/satisfaction ratings, number of programs offered, and attendance and participation rates. Achieve a program satisfaction rating of at least 4 out of 5 based on participant feedback surveys.
- Prepare and monitor budget and expenses by preparing monthly budget and variance analysis. Develop and implement cost-saving and revenue-generating initiatives, including fundraising and sponsorship strategies. Maintain program expenditures within budgeted limits, with no more than a 5% deviation. Achieve a minimum 95% budget accuracy rate based on monthly financial reviews.



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- Successfully execute at least eight major events or workshops annually with positive participant feedback. Increase event attendance by 20% compared to the previous year.
- Provide accurate monthly reports on program performance, including participation rates, attendance, and participant demographics. Implement corrective measures for identified areas of improvement within two months of detection.
- Successfully collaborate on at least three joint programs integrating health and wellness with cultural, arts, or educational elements. Achieve a minimum 90% satisfaction rating from program participants on the coordination of services.
- Submit program content and descriptions to the Marketing team by the designated deadline each month. Ensure accuracy and completeness of program information in the Program Guide based on participant feedback.
- Meet monthly with the Little House Director and Outreach Coordinator to update program information to coordinate and maximize outreach efforts. Increase program reach by 10% through targeted outreach efforts within the first year.
- Collaborate with the marketing team to develop at least three monthly social media posts. List programs on local event boards, Meetup sites, and other online activity sites every month.
- Monitor the number and quality of new partnerships, collaborations, and relationships with stakeholders in the community through stakeholder feedback and the success of joint initiatives. Review quarterly with Little House Director.
- Timely identify and resolve program-related issues. Respond to all emails and phone calls within 24 hours.

Date: _____

Full Name (printed): _____

I have read and fully understand the roles, responsibilities, and expectations for this position.

Signature: _____

Supervisor Signature: _____