



UNITED SOUTH END SETTLEMENTS

The mission of United South End Settlements (USES) is to harness the power of our diverse community to disrupt the cycle of poverty for children and their families. USES believes families have the best chance of reaching their potential when they have long-term, holistic support. Our goal is to empower families in the South End and the surrounding areas to stabilize, achieve economic mobility, and become more resilient through access to resources and connections to a diverse social network. We have integrated our programs and implemented new initiatives to support the *whole* family, providing children and youth with early childhood education, club48 after school programs, and Camp Hale, a summer camp on Squam Lake in New Hampshire. We also support parents and caregivers to identify and pursue goals important to their family through one-on-one coaching and provide job training, placement, and career development. We value diversity in every setting and are committed to building diverse social networks of individuals with various backgrounds, skill sets, and perspectives who share our vision for disrupting the cycle of poverty. *To learn more, please visit our website at www.uses.org.*

USES Core Values

- **Community:** We believe in **engaging the entire community** as a catalyst in our model of service that helps children and their families build strong, trusting and mutually beneficial relationships.
- **Diversity:** We believe that we **achieve the greatest positive impact** on children and their families when we include people from various backgrounds, skill sets, and perspectives in disrupting the cycle of poverty.
- **Opportunity:** We believe that **all people have potential and deserve access** to top quality educational and economic opportunities.

USES Organizational Norms and Behaviors

- **Collaboration:** Finding ways to **Work Together** with each other and across our departments and positions
- **Positivity:** Having a **“Can Do” Attitude** even when things are tough or stressful
- **Transparency:** Having **Open Communication** by sharing successes, challenges and ideas with each other
- **Excellence:** Doing the **Best We Can** all the time with everything we do

Vice President of Programs

GENERAL DESCRIPTION

USES is seeking a dynamic leader to serve as our Vice President of Programs. In collaboration with the President and CEO, the VP of Programs articulates and implements the strategic vision and leadership of the organization, oversees a portfolio of two-generational programs and services, provides guidance, supervision and professional development to program staff, and evaluates the effectiveness of programs. The ideal candidate for this position should have a genuine passion for our mission and a sincere commitment to our impact and future growth. This is an exciting and transformative time at USES. In our second year of implementing our strategic plan, the Vice President of Programs will be a critical leader in our growth and development and will work with the President & CEO to build our existing programs into an integrated two-generational strategy. S/he has 4 Direct Reports: Director of ECE and OST, Director of Camp Hale, Director of Workforce Readiness/Family Mobility and the Program Administration Director,

overseeing the following programs – Early Childhood Education, club48 After School Program, Camp Hale and Workforce Readiness and Coaching.

The Vice President of Programs is responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction with the Vice President of Operations and CEO. S/he is responsible for ensuring that USES' programs comply with all federal, state, funding, and city regulations, certifications, and licensing requirements and ensures all programs are driving impact. The Vice President of Programs is flexible in approach, is an innovative and strategic thinker and is comfortable working in a multi-cultural and complex environment.

RESPONSIBILITIES

Organization Responsibilities

- Promote a strong organizational culture of collaboration, excellence and transparency across the organization.
- Advise President & CEO, Board and staff on relevant national, state and city trends, research and opportunities that impact our programs and services.
- In partnership with the senior leadership and board, actively contribute to the development and implementation of USES's strategic goals and objectives, annual budget process, talent-related decisions, and the overall management of the organization
- Work with the leadership team to raise USES's visibility to external stakeholders and partners, including funders, community partners, media, and the broader community
- Effectively communicate and present important program matters to the President & CEO and Board of Directors

Program Leadership and Management

- Provide strategic leadership and direction to further USES's program delivery
- Ensure ongoing programmatic excellence and impact by providing ongoing assessment of service area needs and emerging trends in the field and recommend changes in services as appropriate
- Participate in strategic planning, program development, program expansion, and project management
- Demonstrate consistent quality of finance and administration, fundraising, communications, evaluation and impact, and systems; recommend timelines and resources needed to achieve the program goals
- Attract, develop, coach, and retain high-performance team members, empowering them to elevate their level of responsibility, span of control, and performance
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth
- Partner with the Vice President of Development to engage program staff in their individual fundraising plans and support USES's fundraising, community, and program events, including attending funder meetings and funding info sessions
- Partner with the Senior Director of Impact, Evaluation and Learning to ensure program goals and outcomes are clear and being tracked. Use data to inform changes in program.

Knowledge Management:

- Develop the necessary systems, processes, and tools to better support the facilitation, collection, and sharing of knowledge that is generated by the programs
- Develop dissemination system to share organizational learning with a broad range of communities
- Work collaboratively with the senior management team to integrate cross program activities and functions

QUALIFICATIONS

1. Experience in managing youth programs and programs serving adults (i.e. early childhood education/after school, workforce readiness)
2. An entrepreneurial approach to program innovation, capable of creating or leveraging opportunities to improve service delivery and participant outcomes and build strategic partnerships with other organizations.
3. Strong and effective leadership with proven success of building performance-based teams; demonstrates a fundamental respect of others. Coaches and mentors to improve knowledge and skills, but is able to also hold people accountable for results.
4. A demonstrated commitment to racial and ethnic diversity and inclusion; valuing a diversity of thought and perspectives and encouraging contributions by all team members.
5. Sound business and management experience including: decision-making capabilities, budget creation and management, strategic planning/management
6. Superb interpersonal and communication skills; politically astute and tactful; attentive to the perspectives and competing interests of various internal and external stakeholders.
7. Understands and values quality improvement and performance; applies managerial and technical skills to measure and improve efficiency and effectiveness and ensure compliance with all regulatory and contractual obligations.
8. Able to effectively address overlapping projects and deadlines and work with his/her team to manage multiple tasks and projects. Creates a work environment that is highly organized, timely, cost-effective, and results-driven. Adaptable and reliable in face of conflict, crisis, or changing priorities.
9. Advanced degree in social work, education, management or related field preferred
10. Bilingual in English and Spanish preferred

PHYSICAL REQUIREMENTS (with or without accommodation)

- Must be able to kneel, crouch, reach, stand, walk, finger, grasp, talk, hear, and be capable of repetitive motion
- Position requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly
- Work requires close visual acuity
- Position is not substantially exposed to adverse environmental conditions

The above statement reflects the general details considered necessary to describe the principal function of the job identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.

**To apply, please email resume and thoughtful cover letter to humanresources@uses.org
 In the subject line, please specify “Vice President of Programs” to which you are applying.
 No phone calls, please.**