



## PROGRAM SUCCESS MANAGER

### ABOUT KIDS HOPE USA

At Kids Hope USA, we believe that all kids matter to Jesus and that the local church is uniquely called to care for children in their community. Students deserve caring and consistent adults in their lives to help them thrive. Since 1995, Kids Hope USA has lived into that belief, and into our mission to build life-changing relationships, one at a time.

Kids Hope USA pairs community-focused churches with their neighborhood school to send volunteer mentors into the schools to meet with students in a one-on-one mentoring relationship. Today, Kids Hope USA is represented in nearly 750 mentoring programs across the country.

Do you share our passion to mobilize the local church to bring hope to the lives of children in their community? Are you a high energy, creative, collaborative team member with a strong record of driving and delivering results that exceed expectations? Are you looking for meaningful work with a growing organization looking to make a lasting impact in the lives of children? If this describes you, Kids Hope USA could be the right team for you to join and make a difference as our Program Success Manager.

### CORE VALUES

*Relationships Matter: Christ first, you second, me third. You belong. Stronger together. Mentoring makes a difference.*

*Be Excellent: Be curious. Do what you say you will do. Raise the bar.*

*Keep It Simple: Less is more. Keep the main thing, the main thing.*

*Go Together: United by Faith. How can I help? Collaborate.*

*Believe What's Possible: Keep dreaming. Why not? Try something new. Say YES!*

### POSITION DESCRIPTION

- *Salary, full-time*
- *Reports to: Director of Program Success*
- *Location: Zeeland, MI or open to remote candidates in key regions with KHUSA programs*

As the Program Success Manager, you will oversee the day-to-day activities of the Program Team, ensuring partner churches and organizations are equipped, supported, and coached to run thriving mentoring programs. You'll lead and develop a talented team, create innovative training & resources, and ensure every partner is set up for success to reach children through life-changing mentoring relationships.

#### *Kids Hope USA Program Success Expectations:*

##### **Leadership**

- Live out Kids Hope USA Core Values in all areas of work.
- Lead, mentor, and support the Program Team, fostering a culture of success, learning, and growth.
- Provide proactive and reactive support to the team, including addressing challenges, analyzing program portfolios, and establishing rhythms to drive team and program growth.
- Collaborate with the Director of Program Success to develop innovative best practices that encourage program excellence and growth in existing programs.
- Hold regular 1:1 meetings with team members and participate in regular meeting rhythms.
- Serve as a member of the Learn & Lead team, participating in meetings and continuing education opportunities as needed.

##### **Program Development & Support**

- Build relationships with church partners, learning from their successes and challenges to improve Kids Hope USA offerings and resources.
- Maintain key relationships with stakeholders to drive program visibility and impact.
- Ensure the Program Team meets or exceeds established goals for program retention and growth.
- Collaborate with community partners to develop new resources for directors and mentors.

##### **Training & Resources**

- Ensure training & resources are relevant and up to date with best practices. Make recommendations for updates and additions as needed.
- Oversee the refinement and promotion of existing resources, ensuring they remain relevant and impactful.
- Lead the development of new training modules, from concept to final product and rollout. Engage experts and consultants to provide content that supports mentoring relationships.
- Work with the Operations Team to promote and update the Kids Hope USA portal, ensuring resources are easily accessible and well-utilized.

## WHAT WE'RE LOOKING FOR:

- *Committed Christ-follower:* A vibrant and authentic Christian faith that guides your actions and aligns with Kids Hope USA's mission to show God's love to children through mentoring and the local church.
- *Mission-Driven Leader:* Dedicated to equipping their team and to service programs effectively, driven by passion for Kids Hope USA's mission.
- *Relationship Builder:* Natural ability to connect with and support team members, church leaders, and community partners.
- *Proven Leadership:* At least 2 years of experience successfully leading and developing high-performing teams.
- *Effective Communicator:* Strong oral and written communication skills, with a knack for professional collaboration.
- *Strategic Problem-Solver:* A growth mindset with the ability to anticipate challenges and create innovative solutions.
- *Organized & Detail-Oriented:* Skilled at managing multiple priorities while meeting deadlines and goals.
- *Tech-Savvy:* Proficiency in Microsoft Office and an eagerness to embrace technology.
- *Relevant Experience:* Experience in mentoring, education, or Kids Hope USA programs is a plus.
- *Bonus Skills:* Bilingual abilities.

## WHY JOIN US?

The mission of Kids Hope USA has never been more important and the opportunities for growth are abundant. Kids Hope USA has a well-earned reputation as an organization of superior quality, stewardship, leadership, and mission. If you are looking for meaningful work with a passionate, high-performing team, we look forward to hearing from you!

## HOW TO APPLY

Submit your resume and cover letter detailing your leadership experience and passion for Kids Hope USA's mission to [careers@kidshopeusa.org](mailto:careers@kidshopeusa.org).