



GENERATION CITIZEN
SR. DIRECTOR, PROGRAM & IMPACT
LOCATION: ANY OF GC'S SIX REGIONS
(BOSTON, MA - NEW YORK, NY - OAKLAND, CA - OKLAHOMA CITY, OK - AUSTIN, TX, PROVIDENCE, RI)

ABOUT GENERATION CITIZEN:

Generation Citizen is transforming how civics education is taught by bringing the subject to life. We champion real-world democracy education that equips all young people with the skills and knowledge needed to effect change. To ensure that our democracy represents the voices of all people, we prioritize working with students from communities that have been historically excluded from the political process. In the classroom, our Action Civics program inspires robust civic participation by inviting students to engage directly with the local issues and institutions impacting their communities. We provide thought leadership, conduct research, and build coalitions to advocate for state and district level policies that ensure schools prioritize Action Civics. Nationwide, Generation Citizen is activating a movement of young people prepared to lead in our democracy.

Generation Citizen is nearing our 10th year of operations, serving more than 60,000 students since our founding and on track to serve more than 25,000 this academic year.

ABOUT THE ROLE:

The Sr. Director, Program & Impact will be an innovative, people-focused, and results-driven leader who will drive programmatic and partnership strategy, while building and leading a high-performing national program function that provides foundational vision and world-class support to a diverse set of regional program teams in six states across the country (California, Oklahoma, Texas, New York, Massachusetts, and Rhode Island). They will come on board during a critical moment for the organization, as we begin to map out our next strategic plan, which will focus heavily on how the organization balances growth and expansion with youth-centered, grassroots, equity-focused impact. The Sr. Director will report directly to the CEO, and will be a part of the Management Team, who together collaborates on overall organizational strategy and represents GC on a national level, both externally and internally. With a national program budget of \$800,000 and a national program staff of 4, and a combined regional program budget of \$2.4M and combined regional program staff of 23, the Sr. Director will be expected to quickly develop deep knowledge of projects, program operations, and business plans in each region to support in developing a strong, values-aligned national programmatic and partnership strategy.

RESPONSIBILITIES:

Program Management

- Develop and refine a new national program strategy that spans pedagogy, to curriculum, to cost structure, and more - in alignment with an organization-wide strategic planning process this year
- Embed a strong diversity, equity and inclusion lens in all program design and strategy



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- Ensure high-quality execution of all program deliverables consistent with GC's vision, organizational values, and brand
 - Manage and develop a team of national program staff to achieve quarterly and annual goals, as well as support and develop regional Program Directors through a dotted-line reporting relationship
 - Cultivate cohesion and foster synergies among GC's regional programs; including maintaining a high level of communication and collaboration across national program staff, regional program staff, and consultants
 - Effectively communicate program achievements, progress, challenges, and opportunities to stakeholders, board members, senior leadership, and other internal and external audiences.

Organizational Leadership

- Serve as a member of the Management Team (and larger Leadership Team, which includes our regional Executive Directors), guiding overall organizational decision-making, strategy, and culture
- Work with the Management Team to improve and promote connections between GC's programmatic, policy & advocacy, and advancement work, and effectively communicate how they inform each other
- Build strong relationships with employees across sites and departments; promote an organizational culture and structure that fosters high quality work, cooperation, communication, collaboration, teamwork, trust, and embraces diversity

Strategic Initiatives & External Partnerships

- Collaborate with the Sr. Director, Development Strategy to identify external opportunities and expand revenue generating activities to support both existing programs and funding for programmatic innovation; cultivate existing relationships and develop new relationships
- Serve as an organizational ambassador of GC's program nationally by building and intentionally growing relationships with community partners and peer organizations; manage relationships to ensure GC is in tune with, and working in tandem with, other education organizations to best position civics education and Action Civics in broader education sphere
- Elevate GC's brand and profile through thought leadership including, but not limited to, writing articles, attending conferences, and representing GC on programmatic coalitions; collaborate with Sr. Director, Policy & Advocacy on policy coalitions
- In partnership with Leadership Team members and other internal and external stakeholders, oversee the development of a cohesive national alumni strategy, based on learnings from a historic and existing regional and national alumni programs; and overseeing the development of the organizational infrastructure necessary for supporting alumni programming

Knowledge Management & Program Evaluation

- Engage in the development of, and approve, annual strategic goals, including participant outcomes and growth goals across programs



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- Oversee the development of necessary systems, processes, and tools to better support the facilitation, collection, and sharing of knowledge that is generated by programming (regularly-scheduled and innovative pilots) to elevate and share learning and best practices across organization
 - Oversee the communication of organizational learning and impact with a broad range of communities, and oversee the development of the appropriate dissemination systems and technology to do so effectively
 - In close partnership with GC's Sr. Director, Policy & Advocacy, ensure that key project outcomes and/or policy, advocacy, and legislation are evaluated and leveraged for maximum community and learning impact
 - Cultivate and support high-level academic and research partnerships and projects; prioritize potential projects and make decisions on time investments based on what will have the greatest impact on our program and mission

THE FOLLOWING IS LIKELY TRUE OF OUR SR. DIRECTOR, PROGRAM & IMPACT'S EXPERIENCE:

- 10+ years of non-profit experience, across program management, program evaluation, partnership and sales, and/or operations, with progressive responsibility and success and a track record of coaching and leading high-performing, collaborative teams
- Experience in the field of education, education reform, or youth development with demonstrable experience creating (or overseeing the creation of) curricula for youth and adult learners, and experience working with youth in a classroom setting
- Holds a deep understanding of the unique stressors of teachers and school administrators, with experience immersing themselves professionally or academically with theories and practices related to project-based learning and teacher professional growth.
- Experience with school sales and fee-for-service program models
- Experience building strong relationships and leading complex change management initiatives, and instilling agency in direct reports amidst ambiguity
- A strong, established network of relationships in the education policy and/or civics education space
- Experience building and tightly managing a program budget, within a non-profit environment with restricted funding and limited resources, and making difficult budget decisions based on weighing risks and rewards

MINIMUM REQUIREMENTS PREFERRED:

- B.A. or B.S. degree, or equivalent experience
- Based in one of GC's six regions, with an ability to commute to the local office in that region
- Ability to travel (25%) to meetings, conferences, and events across the United States
- Willingness to work evenings and weekends for special events and projects

PERSONAL CHARACTERISTICS & NECESSARY COMPETENCIES:

- A deep commitment to and passion for Generation Citizen's mission
- A professional track record and personal commitment to diversity, equity, and inclusion, with a high level of cultural competence.



- Strong analytical aptitude with an ability to effectively distill quantitative and qualitative data to inform strategies and decisions.
- Strong ownership of personal work, as well as team outcomes, with ability to set and manage against goals, strategically anticipate and mitigate barriers to preferred outcomes, and take decisive action.
- Clear, persuasive, and effective written and oral communication skills.
- Ability to maintain professionalism with diverse stakeholders.
- An effective spokesperson and story-teller who is able to persuasively communicate GC's program and impact to diverse stakeholders, including but not limited to funders.
- An inspiring leader, strong relationship-builder, empathetic listener, and excellent manager of people.
- Highly collaborative with a strong ability to project manage and get things done (individually and through others) in a fast-paced, dynamic, and primarily virtual environment.
- An intentional giver and excited receiver of direct and supportive feedback in order to connect to, engage, and inspire staff in all tiers of the organization towards outcomes, as well as for personal growth.

OUR COMMITMENT TO DIVERSITY IN HIRING:

Generation Citizen is an equal opportunity employer and places a high value in creating a workforce that reflects the diversity of the communities we serve. Generation Citizen does not discriminate against any employee or applicant for employment because of race, color, ethnicity, religion, gender, sexual orientation, gender identity or expression, national origin, disability, age, marital status, military status, pregnancy, or parenthood. We believe diverse teams are effective teams, and that innovation is only possible when a set of diverse experiences and perspectives are at the table. We were founded by a college student almost 10 years ago, and we're a team of educators, advocates, and youth organizers. What does this mean? We have an inherent appreciation for untapped potential and the diamonds in the rough. We have flexibility around formal education, and our minimum requirements are preferred but not mandatory. We are willing to train a passionate, learning-oriented person with a history of getting results, even if that history is different from the exact descriptors of what they'll be doing within the role.

WHAT WE OFFER:

Generation Citizen offers a competitive salary commensurate with both soft and hard experience, with the potential for annual performance based raises. We offer a comprehensive benefits plan, covering the majority of the employee premium for all medical plan options. Other benefits include dental and vision plans, disability, life insurance, parenting benefits, flexible spending account options, generous vacation time plus a winter break between December 24 and January 2 of each year, commuter benefits, and a 401(k).

At Generation Citizen, we believe each of us has the capacity to make a difference within our communities. Our hope for a better democracy, and brighter future for all, fuels our commitment to seek systems-level responses and solutions to present challenges. We invite collective inquiry, experimentation, failure, and resilience to inspire inventive outcomes, learning, and growth. We strive for an inclusive work environment where employees are encouraged to bring their whole selves to work every day, and work to create a collaborative, fun team of colleagues driven by our [big mission](#) and equipped with our [core values](#).



HOW TO APPLY:

Complete [the application](#) and be sure to attach a resume and cover letter. The hiring manager will reach out to qualified candidates to schedule a phone screen. Due to the expected volume of applications, **GC team members will not be available to reply directly to inquiries about the position or the status of your application.**

While the hiring timeline is subject to change, the GC team hopes to have the Sr. Director, Program & Impact role filled by **January 1**. We encourage applicants to submit their applications early.