Department: Program
Job Title: Program Manager, SeriousFun Partner Programs
Employment Term: 3-year contracted appointment
Travel Requirement: up to 50% per year
Location: Westport, CT or Remote Working Option Available

SeriousFun Children’s Network, founded by Paul Newman, is a growing global community of independently managed and financed camps and programs, which have come together with a common purpose – to serve children with serious illnesses and their families, free of charge. Through our 30 camps and programs around the world, SeriousFun reaches more than 154,000 children and families annually. Learn more at www.seriousfunnetwork.org

The SeriousFun Support Center, located in Westport, CT, provides support services to SeriousFun camps and partnership programs around the world in order to ensure program and operational excellence, create awareness for the camps worldwide, and foster the continued growth of the Network as a whole.

Department and Position Overview

The Program Manager, SeriousFun Partner Programs will act as a key relationship manager for a portfolio of camp partnerships throughout Africa, Asia and/or the Caribbean. The Program Manager must establish positive cross-cultural working relationships with international partner staff, develop work plans and effectively provide guidance and training both remotely and in-country for organizational partners, and be able to respond to local challenges and opportunities as it pertains to the SeriousFun Partner Programs strategy and camp operations. The Program Manager must be prepared to work at a supervisory level with significant independence at remote sites. This individual must be able to direct programs, facilitate workshops for medium sized groups, problem solve emergency situations, mitigate program risks, and bridge the cultures of partner organizations and the countries within the assigned region(s). This role is an integral part of the Program department at SeriousFun Children’s Network and reports to the Associate Director, SeriousFun Partner Programs.

This position is for a 3-year contracted appointment and includes an international travel requirement of up to 50% per year.

Essential Responsibilities

Under the supervision of the Associate Director of SeriousFun Partner Programs, handle day-to-day management of partner relationships for up to five (5) camps/partnerships in Africa, Asia and/or the Caribbean including:
- Establish annual work plans, program dates, service & development goals with assigned partners.
- Establish and deliver trainings/workshops and capacity building initiatives that prepare partners to implement and manage all aspects of camp and outreach programs for children living with serious illnesses such as HIV and cancer, while also adhering to SeriousFun Partner Programs Criteria.
- Work with local implementing partners to plan and prepare for each season of camp by drafting agreements (e.g., MOUs) and budgets for annual funding allocations, maintain camp records and statistics, and produce accurate and comprehensive program and trip reports.
- Liaise with SeriousFun Partner Programs medical advisors to ensure medical trainings and camp policies are relevant and in accordance with Criteria, depending on illness groups served.
- Assist partners to prepare for quality assessment visits, as necessary.
- Oversee and supervise all residential and programmatic aspects of camp when in the field.
- Assist with orientation to partners related to any monitoring and evaluation activities led by the SeriousFun Support Center or Network.
- Identify, mitigate, and report all risks associated with the campsite, partner, and general Partner Programs operations.
- Monitor current social, political, economic, and security developments in the assigned region and keep the Director & Associate Director, SeriousFun Partner Programs aware of any critical information.

• Orient and supervise Consultants both during field placements and remotely and support Administrative Assistant to draft and execute all consultant contracts assigned to support a camp or program.
• Support the New Partner Development process in the assigned region, including:
• Identifying potential NGO partners interested in delivering future camp programs.
• Contribute to Program department projects, such as Peer Exchanges, conferences/in-person gatherings, webinars/online learning, etc.
• Assist the Director with other tasks, such as preparing information for Board reports, preparing the department budget, and other duties as assigned.
• Support Development and/or Marketing Teams in collecting stories from the field each year that focus on campers, partners, volunteers, and partner staff for use in communications materials

Core Competencies Required
Training/facilitation skills, relationship management skills, cross-cultural communications, camp delivery & logistics, budget and planning skills, basic data-analysis skills, HIV/youth development knowledge, basic pediatric oncology knowledge, excellent oral and written communications skills, and story collection/telling skills.

Minimum Qualifications and Education Requirements
• Years of Relevant Work Experience: 2-5 years
• Superior interpersonal relationship management abilities, customer service skills, and an ability to work within diverse cultures and countries and adapt accordingly
• Supervisory and team-management experience
• Excellent verbal communication skills, including the ability to facilitate small and large group conversations and give presentations; must be comfortable with public speaking
• Demonstrated ability to work effectively within a professional environment and collaborate with multi-disciplinary teams
• Strong project-planning skills and ability to adapt amidst multiple deadlines
• Ability to work remotely and take direction from a supervisor who also works remotely
• Education: Bachelor’s Degree (e.g., BA, BS) or equivalent
• Strong organizational skills, including developing systems both online and offline for organizing data, documents, or processes
• Strong written communication skills, including experience with online and printed content, email correspondence and reporting
• Thorough understanding of camp programs, the camping industry, staff training, organizational structure, and administration procedures
• Strong computer skills, including video-conferencing, Word, Excel, PowerPoint, data entry and internet navigation
• Strong understanding of a similar industry (i.e., child development, teaching, therapeutic recreation, adaptive programming, pediatric global health, etc.)

Preferred Skills
• SeriousFun camp leadership experience
• Master’s Degree in education, international health, public health, child life, social work or another related field
• Experience in working in NGOs or other non-profit organizations.
• Experience living, working, or volunteering overseas
• Training design, facilitation, and curriculum development experience
• Thorough understanding of HIV and AIDS, cancer, blood conditions, diabetes, and other relevant medical issues related to medical-specialty camp programming
• Fluency in foreign language(s) applicable to location(s)

Compensation is commensurate with experience and relevant labor market comparisons.

To apply, please complete an application including uploading your cover letter, salary requirements and resume.