

PROGRAM OFFICER

Role Profile

Job Title:	Program Officer
Location:	Hybrid/Remote in the United States; Chicago (US National Office), New York City or Washington DC Area only. Other geographic markets not considered.
Status:	Full-Time (40 Hours per Week)
Annual Salary:	\$61,000 to \$66,000
Travel:	25 - 30% Depending on Geographic Location; Higher Travel During Conferences
Reports To:	VP, Program & Operations
Apply Here:	https://usaward.org/work-at-award-usa/

Summary of Role

The Duke of Edinburgh's International Award is the world's leading youth achievement award, operating in over 130 countries and territories. Since 1956, millions of young people worldwide have earned their Award by developing transferrable skills, increasing fitness levels, cultivating a sense of adventure, and volunteering in their communities. The Award helps young people ages 14-24 discover their purpose, passion, and place in the world. Today, there are more than 1 million active participants globally using the proven learning framework to develop life skills and achieve their infinite potential.

[The Duke of Edinburgh's International Award USA](https://usaward.org/work-at-award-usa/) is seeking a passionate, energetic, influential, and goal-oriented Program Officer to support and expand the Award network across the United States so that more young people can achieve the positive impact of the program. The Program Officer will grow the Award in the United States through the onboarding of new delivery partners, ongoing support, and quality assurance of Award Centers. The person in this position should be an enthusiastic advocate for young people and mission-driven. They should have a proven track record of training adults and facilitating continuous improvement in curriculum materials and resources. The ideal candidate will be a strong relationship builder with the ability to communicate effectively with partners in a youth-centered way. Having dynamic and engaging presentation skills, they will seek opportunities to raise awareness of the Award and improve access for all young people. The Program Officer will be an outdoor enthusiast with awareness on how to guide and support others in an outdoor expedition or exploration. They will be familiar with outdoor risk management and youth safeguarding strategies. They should be able to educate others on outdoor preparation and training and instill a sense of adventure and self-discovery in a group setting.

Key Areas of Responsibility

TRAINING & ONBOARDING

- Induct and train staff and volunteers in Award Centers to deliver the program to young people

- Plan, promote, and manage regional and national training events, both in-person and virtual
- Create and deliver a training strategy and calendar including the setting of and adherence to the annual plan and budget
- Provide Online Record Book training, troubleshooting services and support to Award Leaders and Participants
- In coordination with the program team, create a series of continuing education webinars with shared materials for Award Centers

ONGOING SUPPORT

- Provide ongoing support for new and existing Award Centers, including the maintenance of the Award Leader Resources
- Organize recognition of both participants (Award Ceremony) and Volunteers (Volunteer Appreciation)
- Use the ORB to measure the performance of Award Centers and participant progress and keep Award Coordinators informed on a regular basis
- On a regular basis, liaise with Award Centers on areas of concerns, discussion topics, or inquiries that come up; offer office hours to connect Award Centers to share best practices and network
- Support local surveys and feedback mechanisms to track outcomes and lead to improved impact

QUALITY ASSURANCE

- Ensure the delivery of the Award meets the standards of the International Award Foundation and work to develop strategies to enhance quality
- Schedule and undertake audit and compliance reviews with delivery partners in accordance with licensing requirements and quality assurance protocols
- Approve participants' activities and Awards through the Online Record Book
- Assist in managing data systems and website to reflect the status and progress of delivery partners
- Work with the Program Team to create an updated process and schedule for annual QA's and reporting

COMMUNICATIONS & EVENTS

- In collaboration with the Recruitment & Alumni Engagement Officer, support the recruitment and licensure of new delivery partners at regional and national events and conferences
- Coordinate Award Ceremonies, Award Guild Conference, and other program events
- Coordinate bimonthly Award Center newsletter and other communications
- Work with Award Centers and Participants to get media releases, stories, and highlights for social media

OUTDOOR SPECIALIST

- Serve as the Program Team expert in outdoor experiential learning for the Adventurous Journey section of the Award

- Develop training materials and provide support and guidance for participants and Award Centers doing the Adventurous Journey section of the Award
- Review participant applications for the independent adventurous journey and provide additional guidance to ensure success
- Recruit and manage relationships with outdoor activity partners nationally and internationally; cultivate strategic relationships with these partners, recruiting new Registered Activity Providers (RAPs), facilitating licensing process, and training
- Lead the curriculum development for the Supervisor and Assessor section of Adventurous Journey training

ROLE SPECIFICATIONS

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree or commensurate level of experience • Mission-driven youth advocate with a genuine interest in The Duke of Edinburgh's International Award 	<ul style="list-style-type: none"> • Degree in education, nonprofit management or related field • Achieved Bronze, Silver or Gold Award from The Duke of Edinburgh's International Award • Outdoor certifications • Wilderness First Responder certified • First Aid/CPR/AED certified • Wilderness First Aid certified • Leave No Trace certified 	Application, Resume, Degree/ Certificate Verification
Experience	<ul style="list-style-type: none"> • Teacher or youth mentor • Training of adults and leaders • Building program relationships and growing partnerships • Evidence of exemplary oral and written communication and presentation skills • Familiar with experiential outside the classroom learning • Leading, promoting, and working in a diverse, inclusive, cross-cultural environment 	<ul style="list-style-type: none"> • Managing youth programs, particularly after school programs • Youth safety protection protocols, outdoor risk management, and safeguarding • Leading youth outdoor expeditions, treks, and explorations • Past work with independent schools, charter schools, high schools, universities, and 	Application, Interview, References

		<p>afterschool development programs</p> <ul style="list-style-type: none"> • Coordinating and managing recruitment events and programs at national and international conferences • Scout leader or Scout participant 	
Skills and Abilities	<ul style="list-style-type: none"> • Able to organize and plan effectively • Excellent interpersonal skills and experience working with diverse constituents • An effective ambassador among diverse stakeholders • Self-initiative, able to independently manage time, prioritize workloads, work under competing pressures and deadlines • Ability to work collaboratively and cross functionally as a team member • Event management, planning, and execution • Personal commitment to continuous learning and improvement • A demonstrated bias for action and solution-oriented approach • Experienced user of Microsoft Office Suite, presentation software 	<ul style="list-style-type: none"> • Project management skills • Experienced user of Salesforce, Form Assembly, Constant Contact, and Canva 	Interview, Work Sample
Circumstances	<p>This full-time position would work a majority of their time remotely and in one of our preferred markets (Chicago, New York City, or Washington DC) with required travel to the national office in Chicago quarterly and ability to travel to delivery partners throughout the United States, frequently including overnight stays. Travel is estimated to be about 30% of the time. This role works during the Monday - Friday business week with some flexibility required on or around the lead up to events and/or training that will take place on the weekends. Must be eligible to work in the USA.</p>		



Equal Opportunity Employer

The Duke of Edinburgh's International Award USA provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. If you need a reasonable accommodation to submit your employment application, please email Lisa Metzger-Mugg, VP of Program and Operations at lmetzgermugg@usaward.org.