



change a life.
change everything.

Position Title: Director of Crossroads C5 Leaders

Reports To: Chief Operating Officer

Supervises: C5 Team

Location: Boston, Duxbury, Brewster

Salary Range: \$85,000 - \$95,000

Position Summary: The Director of Crossroads C5 Leaders has lead responsibility for ensuring that organizational goals for program quality, youth outcomes, and operational effectiveness are met within the C5 Leaders program for teens in Grades 8-12, and the first two years of their postsecondary experience. The Director will advance the Crossroads vision and mission through outstanding leadership, planning, people development, strategic decision-making, and program enactment.

The Director will have a genuine passion for leading and developing staff to achieve excellence in delivering youth development programs. Essential to success in this role is the ability to be a highly-effective and collaborative leader of both people and systems. This includes skill and experience in developing strong teams and meaningful relationships with diverse stakeholders (youth, families, staff, board, donors, volunteers, alumni, partner schools and organizations), as well as establishing and cultivating partnerships. The Director will be a dynamic and enthusiastic leader, working to ensure that all participants have access to transformative growth experiences and a joyful community that fosters meaningful impact.

Key Internal Accountabilities:

- Lead the C5 Team in defining outcome goals for C5 programming across all years through residential summer camp and out of school time programming.
- Manage the C5 Team to plan, coordinate, and implement safe, engaging, and intentional year-round programming that meets defined outcomes.
- Ensure that all programs meet State Regulations and ACA standards.
- Hire, coach, and develop exceptional teams to meet ambitious goals. Provide mentoring, guidance, supervision, and professional development for staff.
- Supervise the C5 Camp team to recruit, hire, train, supervise, and inspire a diverse team of up to 60 seasonal summer staff to achieve program outcomes.
- Manage continuous improvement of C5 curriculum and model, ensuring that all aspects of the program are rigorous, relevant, culturally appropriate, and innovative.
- Facilitate the creation of the annual C5 program calendar that prepares teens to reach program outcomes.
- Implement evaluation tools, methods, and feedback loops that are engaging, integrated, and measure progress toward individual participant growth objectives and program success.
- Maintain a high level of applicable professional knowledge and best practices through ongoing professional education, research, and relationships with colleagues and experts in the field.
- Create, manage, and meet approved budget for the C5 program.

Key External Accountabilities:

- Identify and cultivate thoughtful and intentional nominating partners in sending communities to reach maximum participation and retention in the C5 program.
- Build strong relationships with school, program, and community partners who are eager and excited to collaborate in offering rigorous, experiential programming.
- Collaborate with the Development Team on donor and grant-based fundraising opportunities and contribute to the culture of philanthropy.
- Serve actively as the front-facing advocate for the C5 brand to community partners; board members; donors; government funders at the state, regional, and national level.

- Collaborate with the Director of Measurement & Evaluation to implement systems that inform program decisions and track youth development outcomes for use in program enhancement initiatives and in developing funder relations.
- Collaborate with the Communications team to develop the C5 brand as a recognizable credential and accomplishment for graduates of the program as they seek post-secondary opportunities.

Areas of Emphasis:

- Ensure that the highest levels of safety are in place at all times, prioritizing the physical and mental well-being of all participants and staff.
- Foster and promote a culture of joy, inclusivity, collaboration, and optimism.
- Oversee the C5 Team in the design and enactment of outstanding experiential programming focused on leadership, community action, and college/career readiness.
- Design and deliver high-quality staff training and continuous coaching that builds team capacity to deliver excellent programs and achieve youth development outcomes.
- Lead the annual process of recruiting and selecting prospective program participants.
- Cultivate a culture of respect and appreciation for Crossroads, the young people we serve, our staff, the facilities, and the natural environment where our programs are offered.

Qualifications (knowledge/skills/abilities/behaviors):

- Demonstrated passion for working with youth and a genuine belief in their potential for success; an unshakable belief in the mission of Crossroads.
- Commitment to diversity, equity, inclusion, and belonging.
- Collaborative, engaging leadership style with mature interpersonal skills and the ability to manage multiple, competing priorities and deadlines.
- Strong work ethic; ability to lead by example and be effective in a fast-paced, high-energy environment.
- Self-starter who can work independently and take initiative.
- Proven creative leader who has inspired and led a team of staff to meet program outcomes.
- Effective team-builder and problem-solver who remains calm under pressure.
- Polished communication and interpersonal skills with an ability to establish strong relationships via email, phone, and in person with families, campers, agencies, schools, volunteers, and staff.
- Ability to safely and effectively manage risk.
- Ability and enthusiasm to work evenings, weekends, and overnights including ten weeks during the summer months.
- Willingness to obtain skills certifications, as appropriate.
- Positive approach, can-do attitude, sense of humor, and grace under pressure.
- Ability to handle rough, uneven terrain and the rigors of camp life.
- A love of the outdoors and desire to share that with others.

Education/Relevant Experience:

- Ten years of experience in youth development programs, with five in a senior leadership role.
- Bachelor's degree or equivalent work/life experience.
- Prior supervisory experience with demonstrated ability to coach, train, and supervise a diverse group of staff and to develop a climate of trust, respect, and accountability.
- Experience with creating and leading enactment of high-quality programs to meet desired outcomes.
- Deep commitment to and experience prioritizing and maintaining the highest levels of child safety.
- Experience working in a diverse community.

How to Apply:

Please send resume and cover letter, describing your interest in this role and outlining how your skills and experience meet the qualifications of the position to Joanne Fay at joanne@crossroadsma.org

Organizational and Program Overview

Founded in 1936, [Crossroads](#) serves over 1,000 children and teens from communities of across Greater Boston and Brockton. Our mission is to empower young people to realize their potential and positively impact the world. Crossroads' programs provide access to opportunities for experiential learning, social-emotional skill development, and relationship building with peers and role models. Our residential settings, intentional mentorship, and powerful culture offer a brave space for participants in Grades 2-12 to test themselves and new ideas as they engage in learning experiences that are rigorous, relevant, and stimulate the development of essential skills.

The primary objective of the [C5 Leaders](#) program (Grades 8-12) is to build the capacity of teens to attain a college degree or professional certification. Participants learn skills that empower them to be character-driven, community-focused, challenge-ready, college/career-bound, and committed to a better future (the 5C's). Over the course of five years, teens refine and practice their leadership skills as they immerse themselves in experiential learning contexts, civic engagement, and college and career exploration. The depth of peer-to-peer and teen-to-staff relationships fostered over the course of five years and the intensity of our challenge-based, experiential learning model are key differentiators between C5 and other youth development programs.

Through hands-on learning in transformative spaces and places, participants practice and refine the essential social emotional skills required for success in high school and beyond. Programming includes:

- "Pathway" Weekends: grade-level cohorts participate in overnight weekend workshops during the school year focused on social-emotional skill development, civic responsibility, and college/career exploration and planning.
- Transformative overnight summer experiences: 25-day Leadership University at Camp Lapham (Gr. 8-9), 14-day National Outdoor Leadership School trek (Gr. 10), 6-day Road to College Tour (Gr. 11), and 6-day ACT Now Summit pre-college (Gr. 12). These signature experiences represent vital opportunities for exploration and personal growth through active learning.
- Community engagement: Participants take part in community service learning that emphasizes developing personal agency and responsibility for one's community.
- Intensive near-peer mentorship: includes check-ins quarterly focused on social-emotional learning, academic support, and mental wellness.

Throughout the year, there is an intensive focus on the program's three core curricular pillars:

Leadership U: Introduces social emotional skills required for self-awareness and learning to lead others.

Offerings emphasize learning about and practicing leadership in challenging environments. Through a series of workshops that are thematically linked to high-engagement, experiential learning activities, students strengthen skills and dispositions related to:

- | | |
|-----------------------------|-------------------------------------|
| ▪ Character and Core Values | ▪ Positive Attitude |
| ▪ Ethics | ▪ Managing Conflict |
| ▪ Community Service | ▪ Goal Setting |
| ▪ Appreciating Diversity | ▪ Creative Problem Solving |
| ▪ Learning from Experience | ▪ Accountability and Responsibility |
| ▪ Learning from Failure | ▪ Team Skills |
| ▪ Communication Skills | ▪ Building Trust |

Community Impact: This curriculum builds greater understanding of social issues and how they impact participants' perceptions of themselves, others, and the world. Content challenges teens to think critically about choices and opportunities. Participants learn about themselves, how to appreciate those who are different, and they develop skills and agency to find solutions to complex issues impacting their communities and the world.

Postsecondary Success Initiative (PSI): Every teen participates in the curricular, experiential, and coaching components of C5 PSI. This college/career exploration and planning includes campus and workplace visits, career interest panels, professional skill-development workshops, and tailored support through the college/career program application process, ultimately leading to the selection of a "right fit" option.