

Director of New Chapter Education (NCE)

Job Description:

The Director of New Chapter Education (NCE) establishes 5-10 new Synapse chapters per year by recruiting and training new Synapse chapter founders and select presidents of existing chapters. They assist new chapters with becoming established organizations on their campus through their first year of operations.

Responsibilities:

- Time commitment: 8-10 hrs/week
- Responds within 48 hrs to communications from team members and chapter founders
- Meets with the national team every 2 weeks
- Responsible for approximately 5-10 new chapters
- Oversees the annual cycle of recruitment for new Synapse chapter founders, including university outreach, application review, conducting interviews and contacting references, and founder selection
- Maintains regular contact with the new chapter leaders through email, Discord, and Zoom meetings
- Must have availability for meetings between 6 and 9pm local time on at least 2 weeknights (Monday-Thursday)
- Hosts a meeting with each chapter's faculty advisor and chapter leader after the chapter's first 6 months of operations
- Ensures that new chapters are meeting the national requirements
- Organizes and leads twice monthly education sessions for new chapter founders in accordance with the NCE curriculum
- Serves as a mentor for chapter founders
- Meets individually with new chapter founders on a regular basis to help founders set goals, problem solve, and work to meet their unique chapter needs
- If a founder requests assistance or is falling behind on its responsibilities, the Director of NCE should become more deeply involved in the chapter's operations and meet with that founder more frequently

Ideal Characteristics

- Prior experience with Synapse, preferably through participation at the chapter level
- Leadership experience: proficiency with professional communication and remote team environment (Zoom, Discord, email); ability to advocate for team members and for founders
- Managerial proficiency: understand team members' needs and work styles and implement these in their managerial approach
- Detail-oriented: understands and tracks relevant details related to application cycle outreach, application submissions, and new chapters
- Personable: able to offer support; works well with others; helps redirect, mentor, and set boundaries where appropriate
- Responsive to feedback and able to adapt to changes
- Troubleshooter: can act independently to identify problems; adapts to changes and challenges that may arise; able to personalize communication and guidance with a chapter to support their individual needs and challenges

Director of Programming

Job Description:

There are two Directors of Programming. Each is responsible for advising and mentoring a group of Synapse chapters that were established over 1 year ago (established chapters).

Responsibilities:

- Time commitment: 8-10 hrs/week
- Each director will be responsible for approximately 10-15 chapters
- Responds within 48 hrs to communications from team members and chapter leaders
- Meets with the national team every 2 weeks
- Maintains regular contact with chapter leaders through email, Discord, and Zoom meetings
- Must have availability for meetings between 6 and 9pm local time on at least 2 weeknights (Monday-Thursday)
- Hosts a meeting with each chapter's faculty advisor and chapter leader every 6 months
- Ensures that chapters are meeting the national requirements
- Assists chapters with crisis response and problem solving
- Serves as a mentor to each chapter leader
- Helps chapters set and work toward their goals of developing new initiatives and/or improving their current programs
- If a chapter requests assistance or is falling behind on its responsibilities, the relevant Director of Programming should become more deeply involved in the chapter's operations and meet with that chapter leader more frequently

Ideal Characteristics

- Leadership experience: proficiency with professional communication and remote team environment (Zoom, Discord, email); ability to advocate for team members and for their chapters
- Managerial proficiency: understand team members' needs and work styles and implement these in their managerial approach
- Detail-oriented: understands and tracks relevant details related to chapters
- Personable and works well with others; helps redirect, mentor, and set boundaries where appropriate
- Responsive to feedback and able to adapt to changes
- Troubleshooter: can act independently to identify problems; adapts to changes and challenges that may arise; able to personalize communication and guidance with a chapter to support their individual needs and challenges

Director of Outreach - Professional & Alumni Relations Lead

Job Description:

The Director of Outreach - Professional & Alumni Relations Lead is responsible for the organization's outreach and marketing efforts to build brand awareness and share opportunities with relevant audiences. They are responsible for expanding and engaging the network of professionals who support Synapse students through programs such as the Professional Mentoring Program.

Responsibilities:

- Time commitment: 8-10 hrs/week
- Responds within 48 hrs to communications from team members
- Meets with the National Team weekly and the Director of Operations and Director of Outreach - Conference Lead at least every two weeks
- Must have availability for meetings between 6 and 9pm local time on at least 2 weeknights (Monday-Thursday)
- Collaborates with other members of the National Team to support any additional outreach needs for the organization
- Oversees the Professional Mentoring Program, a 1:1 mentorship program between students and professionals in the field of Brain Injury
- Maintains a database of professionals / community partners involved in current chapters who may be interested in participating in mentoring program
- Executes annual outreach for the alumni network and maintains an up-to-date alumni network database
- Responds to inquiries to Synapse National gmail and LinkedIn from professionals, alumni, and students
- Attends brain injury conferences from other organizations (Brain Injury Alliance, Brain Injury Association, Synapse chapters) & networks with professionals in the field to spread awareness of Synapse
- Assists with the planning and execution of the annual Future Leaders in Brain Injury Conference to raise awareness of careers in Brain Injury among students
- Maintains and updates the Synapse National website "Professional Mentoring Program" page and "Alumni Database" spreadsheet (Volunteer Hub)
- Creates and sends fall newsletter to advertise the Professional Mentoring Program, application for new chapter founders, chapter education curriculum (formerly NCE), & June newsletter (in collaboration with the conference lead)

Ideal Characteristics

- Leadership experience: proficiency with professional communication and remote team environment (Zoom, Discord, email); ability to advocate for team members; able to take initiative with their work
- Excellent professional communication skills: able communicate with professionals in a respectful and efficient manner, responds promptly, anticipates needs and concerns
- Responsive to feedback and able to adapt to changes
- Organized: able to complete tasks in a timely manner; ability to manage several

projects simultaneously and keep track of details

- Detail-oriented: understands and tracks relevant details related to outreach
- Collaborative and works well with others; helps redirect, mentor, and set boundaries where appropriate