



JOB DESCRIPTION

<u>TITLE:</u>	Operations & Volunteer Manager
<u>CATEGORY/DEPT:</u>	Administration
<u>REPORTS TO:</u>	Chief Operating Officer
<u>REPORTING STAFF:</u>	Yes
<u>STATUS:</u>	Exempt

AGENCY OVERVIEW:

Allies for Every Child (Allies) exists to give at-risk children and children living in poverty the foundation they need to increase their life choices and lead fulfilling lives. For over 30 years, Allies has been providing thousands of at-risk children and their families with critical, high-quality early education programs (including comprehensive Early Head Start services), family strengthening interventions, foster care and adoption services, and a range of vital, integrated services, including early childhood mental health services, educational assessments, disabilities screenings and advocacy, nutrition, dental and vision screenings, mental health and pediatric health consultations.

JOB SUMMARY:

The Operations & Volunteer Manager (OV Manager) is responsible for managing key operational functions (including agency-wide information technology and office facilities) as well as the agency's volunteer program. This role must be proactive in liaising with staff across the agency, identifying and proactively solving problems/proposing solutions, must exercise sound judgement and exhibit a high degree of discretion. The OV Manager directly supervises the Administrative Coordinator and Slason Office Assistant.

ESSENTIAL JOB DUTIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required.

Facilities

- Manages day-to-day operations of Slason and Brunswig sites, including relationship with building management and external vendors.
- Maintain close communication and provide support as needed to teams in charge of Wagner site.
- Responsible for ensuring office sites provide a welcoming atmosphere for all clients, visitors, and other guests, ensuring all safety protocols are followed, and that any issues surfaced are resolved in a timely manner
- Ensures appropriate front desk staffing during business hours and daily mail processing
- Manages program-related requests for administrative support
- Oversees disinfecting/cleanliness activities at office sites; maintains communication with members of COVID Prevention Committee (or other risk prevention committee) and implements or recommends updates to protocols as needed
- Oversees general office supply orders, inventory, and distribution to ensure Allies always has adequate stock of office supplies, personal protective equipment, and program supplies as needed. Ensures effective inventory and distribution system and well-maintained storage areas
- Responsible for implementation of organized, functional records storage across Allies sites, as well as leading coordination with leadership team members to ensure implementation of Allies record retention practices.
- Assesses current costs and researches potential changes to yield costs-savings, and improve user experience, and operational efficiency
- Ensures all facility safety monitoring processes are followed and that sites remain safe, secure, and well-maintained and facilities requests are handled promptly and with clear communication.
- Manages agency's shared Allies Physical Distancing On-Site Scheduler and other COVID-related tracking as assigned
- Plays key role in monthly Allies Safety Committee meetings; takes minutes and prepares for timely leadership review and distribution; communicates needs and updates to Head of Educational Excellence, COO and other leadership team members as needed
- In the event of emergency, plays a key role in communicating and carrying out emergency protocol; support agency emergency preparation efforts as needed, including regular review of emergency manual/protocols and identification of areas for improvements

- Ensures that safety drills at all agency sites are conducted and documented in accordance with contractual requirements and best practice

Information Technology

- Working closely with COO and CFO, manages agency-wide information technology (IT) services, including day-to-day operations of IT contract, phone services, email, computer services and equipment
- With support of Administrative Coordinator, ensures agency IT needs are met, including prioritizing and ensuring staff support requests are handled in a timely manner with thorough and clear communication
- Ensures effective systems for tracking inventory, distribution, replacement schedules, identification of IT needs, etc. are in place
- Works closely with all agency staff/leadership team members to ensure team IT needs are met, taking initiative to resolve issues and implement improvements.
- Initiates and ensures timely completion of annual technology assessment, a collaborative process of ensuring Allies' technology and information systems have sufficient capability to support operations, service delivery, strategic planning, and quality improvement activities

Operations/Program Support

- Working closely with Head of Educational Excellence, Development Director, and program staff, identifies, secures, distributes, tracks and monitors in-kind goods to support the agency/families, ensuring adherence to Head Start performance standards
- Plays a key role in agency's re-accreditation process across various Council On Accreditation (COA) standards (implementation, self-study review, active participation in ad hoc committees as assigned, plays key role in managing documentation and submissions during accreditation process)
- Collects and tracks agency-wide training and supervision logs, identifying and communicating potential issues as needed
- Support identified HR projects as needed (e.g., ensuring the organizational chart is up-to-date, managing job postings, forwarding resumes, carrying out on-boarding activities to ensure a smooth transition to Allies for new hires, business cards, etc.).
- Working with COO, HR, leadership team, identify opportunities to adjust processes for onboarding administration
- In partnership with HR, manage assignment and safekeeping of agency keys/other agency property
- In close coordination with Communications & Policy Associate, maintain complete and accurate physical and electronic filing systems for key governance and agency documents (e.g., bylaws, meeting minutes, board manuals, conflict of interest records, identified contracts, etc.). Create status reports as needed.
- Collect and compile monthly program reports as needed
- Working closely with Head of Educational Excellence and Early Education Administrative Manager, collect and compile data for Community Demographic Profile data annually, analyzing data and developing reports as requested.
- Provide administrative support to COO as needed
- Take on special administrative and programmatic research and projects to support implementation of Allies' strategic and annual plans, and other undertakings as needed

Proactively develop and manage agency-wide volunteer program:

- Manages agency volunteer program, working closely with cross-agency staff to develop and coordinate meaningful volunteer experiences that meet agency/family need (events, classroom, facilities, learning garden, administrative, etc.), providing consistent communication to all parties
- Recruits and manages volunteer teams for family/community activities and other special events, providing planning leadership and on-site support as needed; provide on-site oversight as needed
- Nurtures existing relationships with community partners (local schools, nonprofits, and individuals) and build new partnerships to support Allies' mission
- Develops and implements volunteer recognition strategy
- Collaborates with Development Department to leverage opportunities for donor cultivation through existing and tailored volunteer activities; ensure timely processing of tax thank you letters and recording in-kind donations and volunteer information in database
- Ensures Allies is in line with best practices for all volunteer and in-kind-related activities, including orientations, evaluations, recognition, etc. to comply with COA and other relevant standards

Other:

- Actively participates in the agency's performance and quality improvement efforts, and provides updates to the PQI Team as needed

- Works to ensure alignment with COA best practices and maintains a commitment to data-driven continuous quality improvement
- Maintains staff and client confidentiality and HIPAA compliance
- Models the Standard of Conduct Policy when interacting with parents, community members and colleagues
- Believes in and act in accordance with both the Agency's and the programs' mission/vision statements, adopted theoretical frameworks, and philosophy
- Ensures safety is a priority in performing all job responsibilities
- Evening and weekend work as required
- In accordance with our "team" philosophy, the person filling this position may be required to carry out or assist with other tasks in addition to the duties listed on this job description

QUALIFICATIONS & EDUCATION:

- Supervisory experience preferred
- Bachelor's degree preferred
- Minimum of 3-4 years' administrative experience required
- Direct customer service experience preferred
- Experience with managing a non-profit volunteer program preferred
- Must be detail-oriented and possess excellent organizational and analytical skills with the ability to multitask, prioritize, complete work accurately, meet deadlines, and follow through
- Skilled at writing, analyzing, and synthesizing information, and proof reading and editing documents
- Excellent verbal/written communication skills and strong interpersonal skills
- Flexible and collaborative
- Demonstrate professionalism, diplomacy and complete discretion when interacting with co-workers, executives, etc.
- Experience working with diverse groups and populations a plus
- Bilingual in English and Spanish a plus, but not required
- Strong computer skills
- Passionate about learning and curious about issues affecting children and families
- All employees, regardless of position, serve as role models for children and families who are served by our agency.
- Fingerprint background clearance (DOJ, FBI & Child Abuse Clearance Index), or approved exemption
- Successful completion of pre-employment physical and PPD test/ risk assessment, proof of immunizations for Covid-19 + booster, pertussis, measles, influenza (can decline)
- Class "C" driver's license, proof of insurance, a safety record acceptable to CAA, and reliable transportation required


#BECOMEANALLYTODAY!

FOR CONSIDERATION: Email cover letter and resume to humanresources@alliesforeverychild.org

Full Benefits Package offered including:

- *Competitive pay*
- *100% employer contribution to: Health - Kaiser or Anthem, Dental, Vision*
- *401k retirement plan with employer match*
- *Employee Assistance Program*
- *Professional Development*
- *12 paid holidays, sick leave, vacation, and 2 personal days for anniversary of employment and birthday*
- *Opportunities for growth and advancement*
- *Initial and ongoing training/mentorship to all employees*

Allies for Every Child actively seeks candidates who reflect the rich diversity of the communities that we serve. We are committed to a work environment that embraces and promotes individuality and inclusion. We believe that diversity and inclusion of varied perspectives, backgrounds, and life experiences is essential to our organization's effectiveness, and allows us to serve our clients in the respectful, responsive, and understanding way that they deserve. We define diversity in broad terms to include race, ethnicity, age, gender, religion, sexual orientation, gender identity and expression, disability, geography, socio-economic status and other unique attributes that make us who we are.

	<p><i>Allies for Every Child has achieved accreditation through the Council on Accreditation (COA). This means our programs, services, administration, and management have been rigorously evaluated and meet best practice standards. Visit www.COAnet.org to learn more about COA Accreditation.</i></p>
---	--