



## **We're Hiring!**

**Position Available:** Director of Programs

**Position Type:** Full-time

### **Position Purpose:**

HandsOn Bay Area is looking for a Director of Programs to join our management team to direct the development and execution of all of our volunteering programs. A majority (85%) of HandsOn Bay Area's programming revolves around engaging corporate employees in service. The remaining 15% is Community engagement, Youth Service-Learning, and Leadership development. Reporting to the Executive Director, the Director of Programs provides long-term vision, implementation and evaluation plans for all programs and is always looking to the future with growth and improvement in mind. Through a thoughtful commitment to meeting community needs, this position assists in ensuring that HandsOn Bay Area provides our volunteers with a high-quality experience, which fuels further action.

### **Position Responsibilities**

#### *Program Development*

- Oversees the execution and improvement of HandsOn Bay Area programs, including [Hands@Work](#), [Project in a Box](#), [HandsOn Tomorrow](#), [Community Calendar](#), and others as needed.
- Ensures that all HandsOn Bay Area programs and projects meet our standards of excellence.
- Strives for all HandsOn Bay Area corporate and community partners to have the best experience through our programs, projects, and events.
- Directs the Program team to develop and execute new project ideas and models for new programs that meet the mission of the organization.
- Directs the HandsOn Bay Area Program Delivery Team to standardize program logistics, manage supply warehouse, and report expenses to our Finance team.

#### *Partnerships*

- Sets direction for our Community Relations Team to develop and maintain strong partnerships with schools, parks, and nonprofits and identify projects for HandsOn Bay Area programs.
- Works closely with the Executive Director, the Director of Corporate Relations, and other key staff members to ensure that the organization is able to successfully meet the needs of our corporate partners. Extra focus and planning is required during our peak volunteer seasons.

#### *Management*

- Develop comprehensive Project Development training for all new HandsOn Bay Area staff members with the support from other key staff members.
- Ensures the effective use of Salesforce and HandsOn Connect as a project management system and for data management/reporting.
- Collaborates with the Data Manager to ensure that the organization is tracking volunteer data that is essential for the organization's development, marketing, and financial efforts.
- Works closely with key staff members to continuously evaluate communication structure between teams and new process identification and implementation.
- Serves on the Management Team to lend their voice in support of the Program Team and HandsOn Bay Area programs.

### *Staff Supervision*

- Manage a dedicated team tasked with developing, implementing, and executing the best project models for volunteer engagement.
- Be a positive model of leadership and mentorship to the entire team and lead them to successfully develop and execute our volunteer projects with our standards of excellence.
- Develop an open door policy within the Program team and across the organization, as needed.

### **Responsibilities of Program Team members:**

- Be the experts on high quality volunteer experiences for our volunteer projects.
- Establish best practices and develop/revise resources for our various categories and types of volunteer projects that we offer.
- Develop and lead training for HandsOn Bay Area Staff who act as project leaders on our volunteer projects, ensuring that each staff member has the appropriate training to meet the needs of our various volunteer projects.
- Ensure staff is well-equipped to educate volunteers on the work of our partners and the cultural sensitivities required to work in such spaces.
- Provide expertise and guidance to fellow staff members as they are developing and planning their volunteer projects and answer questions they may have.

### **Responsibilities of all HandsOn Bay Area Staff**

- Embrace HandsOn Bay Area's mission and core values.
- Be ambassadors for HandsOn Bay Area in the community.
- Support the fundraising efforts of the organization.
- Act as leaders on HandsOn Bay Area corporate service projects as necessary.

#### *Volunteer Project Development*

- Coordinate and/or conduct site visits with nonprofit agencies to scope out which activities the volunteers will complete either virtually or in-person (examples: career readiness assistance or gardening).
- Research, organize, and prepare plans to make the volunteer project a success.
- Communicate professionally with corporate clients about the details of the events.

#### *Day of Volunteer Project Management*

- Ensure that the project experience is productive, safe, and fun for the volunteers.
- Welcome, direct, and instruct/manage large groups of volunteers.
- Communicate clearly with volunteers to articulate goals of the project.
- Troubleshoot any problems that might arise.
- Coordinate project wrap-up/clean-up as the project is ending.
- Ensure that the project goals are met.
- Occasionally work in our warehouse to organize and package tools for volunteer projects and assist with supply delivery/retrieval.

### **Responsibilities of the Management Team**

- Embrace and model HandsOn Bay Area's mission and core values.
- Enthusiastically promote the mission and programs of HandsOn Bay Area.
- Contribute to the day-to-day leadership of the entire organization.
- Contribute to the strategic direction and the development plans of the entire organization.
- Attend board meetings and share insights, data and plans so that the Board of Directors can be fully aware of all aspects of the organization's work.
- Raise issues and seek solutions to make sure the organization continues to thrive.

## Requirements

- Proficiency in Salesforce or similar CRM database.
- At least 5 years of experience managing a team of full-time employees.
- Experience developing and facilitating training modules - both for internal staff purposes and external partnerships.
- Ability to organize and plan virtual and in-person volunteer projects.
- Comfortable speaking in front of and facilitating groups (from 10 to 100+), both virtually and in-person. Enthusiasm to take on leadership of large-scale projects (100+ volunteers).
- Familiarity with Google Suite: Gmail, Drive, Calendar, Meet, Sheets, Docs, Slides, etc.
- Great customer service skills; good interpersonal and communication skills, written & verbal.
- Able to provide positive supervision and mentoring for volunteers at a project.
- Detail-oriented. Able to multi-task with flexibility to succeed in a fast-paced environment.

*For when we are able to return to in-person volunteer projects:*

- Valid CA driver's license (or willingness to obtain a license) for travel to meetings, projects, and site-visits throughout the Bay Area.
- Experience with gardening, painting, or construction, a plus (we can provide training).
- Ability to drive vehicles like small U-hauls/large vans a plus. Experience driving medium-sized (10-14') U-Hauls a big plus. If you don't have this experience, we can train you.
- Ability to lift and carry event supplies and load them into our fleet.

## Traits

- A team player who can also work independently AND have fun!
- Interested in nonprofit work and believes in the value of community service.
- Organized, likes attention to detail, good time-management skills.
- Professional demeanor in person, in virtual meetings, and in email communications.
- Agile and responsive collaborator.
- Strong attention to detail while also maintaining sight on the bigger picture.
- Compassionate leader who builds relationships with staff based on trust and mutual respect, but can also address performance gaps with a productive, solution-oriented approach.

## Important Dates

*Recruitment for the Director of Programs will continue until the right candidate is found. That said, we aim to follow this timeline:*

- Application Due Date: April 18, 2021
- Phone Interviews: Ongoing through April 28, 2021
- Video Call Interviews: Ongoing through May 7, 2021
- Start Date: around May 24th, or earlier

## Compensation

\$75,000 to \$80,000 yearly (based on experience). Includes a great benefits package: health/vision/dental insurance - premiums covered 100% for employees, 50% for spouse/registered domestic partner/children; vacation (15 days, increased by 5 additional days after 3rd and 5th work anniversaries); community service time off; sabbaticals; and 401k plan with up to 4% salary match.

HandsOn Bay Area is committed to continuing to make diversity, equity, and inclusion part of everything we do. Bring your true self. Uniqueness is powerful.

## How to Apply

Email a cover letter and resume (please convert all attachments to pdf) to [jobs@hoba.org](mailto:jobs@hoba.org) by April 18th, 2021.

1. Include the following email subject line: Director of Programs - [insert your last name here].

2. Address the following in your cover letter: What makes a high-quality volunteer experience?

**People helping people™**

HandsOn Bay Area creates awesome volunteer projects to connect companies and people like you to schools, parks and nonprofits that need your help.

HandsOn Bay Area volunteering projects address critical community issues such as hunger and homelessness, the environment, youth development and more. Each year, we mobilize 27,000+ volunteers to help 250+ local schools, parks and nonprofits with over 69,000 hours of volunteer support.

[Check out one of our videos for an example of our work.](#)

# **HandsOn Bay Area's Core Values and Mission**

## **Mission**

People Helping People <sup>™</sup>

## **HandsOn Values**

HandsOn Bay Area is an organization that seeks to make positive change in the community while modeling an organizational culture that allows all team members to flourish.

## **Work / Life Balance**

We are creating a place where people work hard and are committed to advancing our mission, while also supporting our staff to maintain balance with their life outside of work. Life presents personal challenges that do not coincide with work plans and timelines; HandsOn attempts to give staff members the flexibility to deal with situations, so they can stay focused and engaged in their work and personal life.

## **Professional / Casual**

HandsOn staff members are nonprofit professionals who passionately serve the Bay Area through their work. HandsOn aspires to create a space where staff can be serious about business and serious about fun.

## **Corporate Philanthropy**

HandsOn believes that corporate partners are positive contributors in the community. HandsOn seeks to enhance the impact for service and philanthropy for corporate partners. HandsOn does not partner with corporations whose products, when used as directed, cause death and destruction (e.g. tobacco, firearms, weapons). We leverage our corporate partnerships to meet the highest need possible in the community.

## **Team-work & Collaboration**

Team-work and collaboration are critical to success. Internally, HandsOn provides room to share ideas and work together. Debate is internal; externally, HandsOn speaks in one voice.

## **Ownership, Personal Responsibility & Autonomy**

We value a culture of respect, where conflicts are dealt with directly and professionally. Because the organization functions as a team, each individual must follow-through on their individual responsibilities, so that others can complete their work. The staff members have responsibility to accomplish their work; each person works with their supervisor to set an appropriate schedule. Staff performance will be judged on the quality of work.

## **Decision-making / Transparency / Confidentiality**

We value a culture of respect, where transparency is honored, when appropriate, in decision-making and where staff, regardless of hierarchy, are involved and/or informed of key decisions as early as is appropriate. We strive to make sure the decision-making process is clear and the decision is understood by the staff, even if not everyone agrees with the decision. Personnel issues, staff salaries, and other items of a confidential nature will be held confidential by all parties involved.

## **Diversity / Non-Discrimination**

HandsOn will not partner with a company, agency, project, or event that actively supports discrimination of any community group. HandsOn aspires to ultimately expand the diversity of volunteer demographics, but celebrates the accomplishments of our current volunteers, independent of their demographic profiles. HandsOn aspires to reflect community diversity through the board and staff. HandsOn's staff and board consider a broad definition of diversity including race, gender, ethnicity, personal faith, nationality, sexual-orientation, age, and economic background. We value an extended definition of "family" and aspire to have that reflected in our policies.

## **Non-partisan / Issue-Focused**

HandsOn will never endorse a political party or an individual politician. HandsOn encourages current and hopeful political figures to actively engage in service, and we may partner with them to advance those efforts regardless of political affiliation. HandsOn does develop projects that allow individual volunteers to have meaningful experiences related to community issues. HandsOn does encourage individual volunteers to translate their volunteer experiences into action--vote, write a letter to a politician, run for office.

## **Service First**

HandsOn volunteer projects are direct-service opportunities that focus on community issues. HandsOn volunteers develop new friendships through shared interests, but the primary focus of the projects is not networking or dating. HandsOn minimizes the number of third-party volunteer opportunities--e.g. a gala or walk-a-thon--because HandsOn focuses on work that directly benefits the community served by the agency.

## **Non-Denominational**

HandsOn believes that faith-based organizations play a significant role in addressing community issues. HandsOn does not partner with faith-based organizations that actively discriminate or that require denomination-specific worship (or instruction) as a condition to receive services or resources.

## **High-Quality Programming**

Projects are designed to be fun, rewarding and high quality experiences when the minimum number of volunteers attend. We provide excellent training for our Project Leaders.