

## STEPPING STONES OF DUNN COUNTY

<b>Position:</b>	<b>COMMUNITY CONNECTIONS PROGRAM MANAGER</b>
<b>Hours:</b>	Full-time, 40 hours per week, Salaried—permanent
<b>Schedule:</b>	Monday through Friday, days
<b>Reports To:</b>	Executive Director
<b>Salary:</b>	\$42,500 to \$47,500 depending on qualifications
<b>Benefits:</b>	Eligible for some benefits
<b>Posted:</b>	Accepting resumes through April 23 — or until filled

### Summary

Responsible for managing all aspects of the Community Connections Program including client assessments and assistance, volunteer and internship coordination, day-to-day operations, staff supervision and scheduling, budgeting and reporting.

### Primary Responsibilities

#### **Program Management:**

- Welcome and assist community members seeking support, including in-person meetings, telephone and email correspondence
- Perform needs assessments for people requesting support services, making appropriate and timely referrals to partner agencies and potential matches between volunteers and clients
- Coordinate food delivery program, including client assessments, the training, scheduling and supervision of volunteers and management of program vehicle and other equipment
- Supervise limited direct assistance for community members, focusing on project funding and direct monetary support which is in-line with Community Connections program scope, maximizes positive impact and complements other area service programs
- Assist with the organization's communications, including coordinating volunteer support of reception desk and mailings of appeals and newsletters

#### **Volunteer and Internship Services Management:**

- Manage the recruitment, training, scheduling and retention of volunteers as the most important asset of the Community Connections program—and Stepping Stones of Dunn County
- Build and maintain relationships with higher education programs as primary resources to recruit, orient, retain and supervise interns and AmeriCorps members as essential support of operations
- Coordinate with other program managers to provide volunteer and intern support for Stepping Stones' Food Pantry and Shelter programs
- Connect volunteers with community members in need of support through the direct services of the Community Connections program
- Foster relationships and communications with civic and faith organizations as resources for new and existing volunteers
- Ensure processes and standards of professionalism and positivity are maintained, including that equipment and professional spaces be kept clean, welcoming, and well organized

#### **Administration:**

- Maintain statistical information for volunteer service, including monthly reports on quantifiable aspects of broader Community Connections activities
- Manage Community Connections budget including record keeping and reporting

- Do grant research, assist with applications, and do any necessary reporting for program financial support
- Network, work cooperatively, and maintain positive relationships with other regional and community organizations and service providers
- Participation in the Leadership Team including monthly budget and spending review, staff support and program reports
- Attend relevant meetings, trainings, conferences, etc. related to the program or agency, including serving on at least one committee and reporting to Board of Directors at least twice a year on the Community Connections program
- Maintain regularly scheduled office hours

#### **Overall Agency Tasks:**

- Lead by example to set standards of collegiality and service, including interactions with other staff, volunteers, clients and community members
- Provide staff support for fundraising efforts, including attending events as needed
- Be an ambassador for the organization through community networking and speaking engagements.
- Other duties as may be assigned by Executive Director, including helping with other Stepping Stones' programs and agency tasks as needed

#### **Qualifications**

- Bachelor's Degree in Social Work, with pathway to LSW, strongly preferred
- Experience working with or coordinating volunteers
- Experience working in a social service setting, or working with underserved clients
- Ability to work with diverse populations and people in crisis with clear integrity and confidentiality
- Commitment to the Mission, Vision, and Values statement of Stepping Stones

#### **Skills**

- Adept at interacting with underserved individuals including needs assessment and support
- Excellent communication (oral and written) and interpersonal skills
- Self-motivated and able to work independently
- Possess a positive team approach in addressing clients' and volunteers' needs and solving problems
- Excellent organizational abilities and attention to detail
- Proficient in Microsoft Office computer programs
- Fiscal responsibility
- Knowledgeable about community programs and resources

#### **Accountability**

- Reports directly to the Executive Director
- Works with volunteers, clients, churches, area agencies, and other community programs in striving to reach the Community Connections Program outcomes
- Partners with Stepping Stones' staff, volunteers, and the Board of Directors in fulfilling the organization's mission

Have questions, or a cover letter and resume to send? Reach out to Executive Director, Padraig Gallagher, at [p.gallagher@steppingstonesdc.org](mailto:p.gallagher@steppingstonesdc.org).