



WestSide Baby, in partnership with our community, provides essential items to local children in need by collecting and distributing diapers, clothing and equipment.

**Program Site Lead Job Posting
March 2019**

About WestSide Baby

WestSide Baby, in partnership with our community, provides essential items to local children in need by collecting and distributing diapers, clothing and equipment. We collect gently-used children's clothing, car seats and cribs, as well as donated diapers and hygiene products from our community and businesses. These items are then distributed, free of charge, to children and families in need through partnership with a broad range of over 114 social service agencies working directly with families. WestSide Baby has grown exponentially; from serving 4,000 children in 2006 to keeping more than 34,000 children safe, warm and dry last year.

Position Summary

WestSide Baby is seeking a Program Site Lead to ensure Program Operations run efficiently and effectively during a time of growth by providing facility oversight and volunteer leadership across WSB's two Seattle branches, White Center and South Lake Union. Facility oversight includes receiving, processing and organizing donations for redistribution. Volunteer leadership includes providing on-going supervision to core volunteers and training groups and new volunteers on priority projects and tasks. The role includes supervision of 1-3 direct reports.

This is a 40 hours per week, non-exempt salaried employee position. This is a full-time role, and is expected to support WestSide Baby's two branches. Schedule is primarily Monday – Friday with some flexibility to include occasional evening and weekend hours. A minimum availability of one Saturday a month is required. This position will report to the Program Operations Manager. Salary range is \$38,000 – \$40,000 depending on experience; generous benefit package, PTO and holiday pay available.

Core Responsibilities

Facility Oversight and People Management (50%)

- Engage with individual in-kind donors, support the donation intake process by assisting with unloading and sorting donations, and facilitate in-kind donor acknowledgement, as needed.
- Provide “big picture” oversight of the facilities where individual donations are received and processed with a focus on space management and efficiency.
- Provide tours to donors, volunteers, and community partners.
- Assist with sorting and filling orders as needed.
- Track most needed inventory on a weekly basis to inform purchasing needs and marketing/communications messaging.
- Execute and maintain system for overstocks.
- Support the year-end inventory process.
- Collaborate with Donation and Logistics Lead to transport inventory between branches.
- Maintain facility signage.
- Ensure facility is free of hazards, tidy and stocked prior to volunteer shifts with available items.
- Supervise 1-3 direct reports in carrying out the above tasks.

Volunteer Leadership: (50%)



- Provide supervision and on-going support to core volunteers in their daily tasks and train new volunteers, as needed.
- Lead volunteer groups, including determining projects, preparing materials, and providing day-of leadership.
- Facilitate monthly volunteer meetings.
- Ensure program operation processes and volunteer instructions are up-to-date and consistent across branches.
- Support volunteer communication efforts, as requested.

Other projects, as assigned by Program Operations Manager.

Position Requirements

The Site Lead position requires:

- Demonstrated passion for the mission of WestSide Baby
- Demonstrated ability to organize large volume of items and establish sustainable systems
- Prior supervisory experience preferred
- Prior volunteer management experience preferred; strong leadership skills required
- Must be adaptable and thrive in a dynamic environment
- A positive attitude and willingness to learn
- Exceptional communication and customer service skills
- Experience working directly with the public, donors, volunteers, and community partners
- Ability and confidence to make quick strategic decisions and take action
- Solid organizational skills and attention to detail
- The ability to work on multiple projects simultaneously and to prioritize tasks and responsibilities
- Proficiency in Microsoft Office

Physical Requirements

Must be able to physically stock shelves, move goods from one location to another and load and unload products; able to lift 25 lbs. repeatedly; must be able to lift up to 50 lbs. with the use of proper machinery such as a hand truck.

To Apply

Submit resume and cover letter or a video **indicating why you would like to work at WestSide Baby** to Natasha Oza, Program Operations Manager at employment@westsidebaby.org with "Site Lead" in subject line. **Priority deadline for consideration is April 10th.**

Our hiring process involves a 3 step process: 1. Qualified applicants will be contacted for a phone interview; 2. Candidates who advance will be invited for an in-person interview and 3. Finalists will be invited to observe a volunteer shift.

WestSide Baby values diverse perspectives and life experiences. We encourage individuals of all backgrounds to apply including people of color, immigrants, refugees, LGBTQ, women, people with disabilities, and veterans. As an organization we collaborate closely with many different communities around King County and value equity as a priority in our work.