



WestSide Baby

basics for children in need

Program Site Lead Job Posting June 2021

WestSide Baby, in partnership with our community, provides essential items to local children in need by collecting and distributing diapers, clothing, and equipment. We receive donations from the community, check and sort those donations, and distribute them directly to 100+ partner agencies, who are experts in their families, and the children they serve.

The Program Site Lead is responsible for providing facility oversight and volunteer leadership for WestSide Baby's program operations, to ensure the most efficient and effective use of volunteers to support daily operations.

Volunteer leadership includes providing on-going supervision to core volunteers and training groups and new volunteers on priority projects and tasks. Facility oversight includes receiving, processing and organizing donations for redistribution, space maintenance and improvement.

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. An estimated 90% of the job functions are performed on-site/in-person. This position reports to the Volunteer Relations Manager and serves on the Program team. Hourly compensation starting at \$21.43 per hour, depending on experience; generous benefit package, PTO and holiday pay available.

Core Responsibilities

Volunteer Leadership (45%)

- Support and provide on-going supervision to core volunteers
- Train groups and new volunteers on priority projects and tasks, as needed
- Support with monthly volunteer meetings in collaboration with Volunteer Coordinator and Volunteer Program Manager, as needed

Facility Oversight (45%)

- Engage with in-kind donors, support the donation intake process by assisting with unloading and sorting donations, and facilitate in-kind donor acknowledgement, as needed
- 1st warehouse space maintenance providing “big picture” oversight for where individual donations are received and processed with a focus on efficiency
- Organize and maintain inventory by tracking inventory on a weekly basis to inform purchasing needs and marketing/communications messaging
- Maintain organization of overflow inventory
- Collaborate with the Donation and Logistics Lead to transport inventory between branches.
- Support with leading year-end inventory process

Operations and Administration Support (10%)

- Data tracking and entry
- Support volunteer communication efforts, as requested
- Support volunteer appreciation and recognition efforts, as requested
- Support maintenance of program processes and volunteer instructions
- Support staff in completing weekly program tasks: prepping equipment, restocking diapers, processing formula, bulk distribution prep/support, layette prep/support

Peripheral duties:

- Support with Provider agency selection process
- Emergency Distribution prep/day-of support as needed
- Goodwill shopping to fill in missing items from warehouse
- Facility cleaning
- Other projects, as assigned by Volunteer Relations Manager.

Qualifications and Skills:

- Passion for the mission of WestSide Baby.
- Experience working directly with the public, donors, volunteers, and community partners.
- Ability to work in a constantly changing, fast-paced environment while maintaining a positive customer service orientation toward staff and volunteers.
- Demonstrated ability to organize large volume of items and establish sustainable systems.
- Must be adaptable and thrive in a dynamic environment.
- A can-do approach coupled with a willingness to learn.
- Exceptional communication skills.
- Ability and confidence to make quick tactical decisions and act.
- Organizational skills and attention to detail.
- The ability to work on multiple projects simultaneously and to prioritize tasks and responsibilities.
- Experience or willingness to work in a warehouse setting

Behaviors and Competencies:

- Leadership: demonstrated ability to create a supportive & motivating work environment. Thoughtfully planning and setting clear expectations for volunteers. Making sure volunteers understand the organization's mission, vision and goals.
- Communication: Strong communication skills allows this position to speak with impact, train volunteers and manage the social space/interaction with volunteers.
- Interpersonal: The ability to identify and build a purposeful, diverse & inclusive volunteer culture.
- Time & Priority: The ability to balance role priorities such as on-going supervision of volunteers, 1st warehouse (where donations are received) space management, inventory organization and maintenance, with peripheral duties such as, provider distribution and agency selection support, emergency distribution prep, etc.
- Inspiration: The ability to model the behaviors we want to see in our volunteers.
- Conflict Resolution: The ability to define problematic issues if any arise with volunteers, address with open discussion and successfully develop relationships.
- Demonstrated kindness

- Value diversity

Required Education and Experience

- High school diploma or equivalent.
- At least two years relevant work experience required. *Volunteer supervisory experience preferred.*
- Proficiency Microsoft Office
- Experience with Salesforce, VolunteerHub, and/or other CRM preferred.

Physical Demands

- The physical demands and work environment described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities who are otherwise qualified to perform the essential functions.
- 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 or pallet truck.
- Must be able to move palletted product around with proper use of a pallet jack.
- Work involves standing, walking, stooping, lifting heavy objects, talking, reaching, sitting, bending, kneeling, climbing, grasping, hearing, using hands to handle, feel or operate objects, and reaching with hands and arms.

To Apply

To Apply Submit cover letter or video “cover letter” and resume addressed to Victoria Machar, Volunteer Relations Manager, to employment@westsidebaby.org with “Program Site Lead” in the subject line. Priority deadline to apply is July 9, 2021.

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 a full interview and, 3. Finalists will participate in more informal team interview which includes a site tour.

Equal Employment Opportunity

WestSide Baby is an equal opportunity employer. Employment decisions are based on merit and business needs. It is the policy of WSB not to discriminate against employees and applicants based on race, color, citizenship, status, national origin, ancestry, gender, gender identity, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law, with respect to recruitment, hiring, training, promotion and other terms and conditions of employment. All employment decisions shall be consistent with the principle of Equal Employment Opportunity.