



303 Water Street, West Bend, WI | (262) 338.8256

Associate Director

The Volunteer Center of Washington County is a mission-driven organization that empowers people for social good. We strive to increase volunteerism in Washington County by matching the perfect volunteer opportunities with each volunteer's interests, life experiences, and schedule. Now we're looking for someone extraordinary to help lead our mission as the Volunteer Center grows!

The Associate Director is a new, full-time position, a member of the leadership team, and a key liaison between Programs, Operations and Development. Duties include leading all community engagement-focused activities, providing vision and strategy around future organizational needs, and strengthening staff capacity and organizational culture. The Associate Director will uphold our values while providing hands-on support to the execution of our vision and mission.

Here's the type of candidate we're looking for:

- **Innovative, bold, and ambitious.** The Volunteer Center is a highly driven organization that is constantly innovating to support our local non-profit partners. The Associate Director will further that drive and help us take bold steps.
- **Organized and results motivated.** We are quickly growing. The ideal candidate will be organized and committed to seeing efforts through to their completion and success.
- **An impeccable communicator.** In this leadership role, the Associate Director will interact with the community, employees, volunteers, donors, and Board of Directors.
- **Driven to serve.** Our organization is all about serving local non-profits and that mindset is a part of our organization's DNA.

Here's what the Associate Director role entails:

Vision & Strategy

Inspiring Leadership. Provide effective and thoughtful leadership by building strong relationships with stakeholders at all levels of the organization including youth, families, community partners, volunteers, donors, and the Board of Directors while continually reinforcing Volunteer Center's mission, vision, and values.

Strategic Vision. Provide vision and motivation, assisting in the implementation of the strategic plan. Provide strategy and assistance around the budgeting for future programming, staffing, training, space, infrastructure, and system needs that will help the us more effectively carry out our mission with a focus on continual quality improvement.

Staff Development

Staff Growth. Oversee recruitment, interviewing, selection, hiring, and on-boarding.

Professional Development. Foster a working environment that is learning and growing together. Provide training and staff development opportunities for all staff, building a supportive environment and enhancing the staff's professional capabilities through training and coaching.

Staff Performance Evaluation. In collaboration with the Executive Director, conduct regular staff evaluations, strengthening the current structure and process, ensuring a smooth, intentional and proactive evaluation process. Oversee the process of conflict resolution within the organization as needed to build a cohesive, relationship-driven work environment.

Team Recognition. Lead efforts to celebrate successes within the organization for our programs and staff— including program successes, milestones, anniversaries, and birthdays.

Program Oversight

Program Operations. Work with Program Manager and Hub General Manager to strengthen programmatic policies and program spaces. Through effective communication and strategic planning, create clear program goals while utilizing the Hub space effectively.

Program Impact & Evaluation. Work with program staff to evaluate programs based on current evaluation plan, developing new methods, while strengthening current process.

Meeting Facilitation. Set the organizational meeting and check-in structures on all levels. Facilitate Community Engagement and Hub meetings and regular all-staff meetings. Create consistency and structure for staff calendars and internal meetings.

Policies & Practice. Implement practices and develop new policies that reinforce the Volunteer Center's values, promote professional well-being, staff retention, and long-term staff sustainability.

External Relations

Partnership Development. Assist Executive Director with strengthening and developing additional programmatic partnerships that will help current programs and deepen ties to the community, funders and other supporters or volunteerism.

Fiscal & Fundraising. Work with Executive Director and finance team to ensure that budgets are clear, accountable and balanced. Assist with fundraising activities as needed, speaking

engagements, tours, fundraising reports, and relationship building. Work with Executive Director and Board of Directors to create new earned-income streams while supporting already established revenue resources.

Special Events. Take a lead role in planning and implement programmatic events including Champions of Change and the Community Mosaic Project.

In addition to those listed above, other tasks and responsibilities will be assigned based on the needs of the organization.

Here are the qualifications that are required:

- Nonprofit professional with a minimum of 5 years' experience in a similar position.
- Proven track record of effectively leading a service organization with a complex array of programs with the ability to leverage staff strengths across program areas.
- Strong management and decision-making skills including the ability to listen, influence, engage, mentor, and lead others to new levels of effectiveness and programmatic impact.
- Demonstrated ability to be an analytic and decisive decisionmaker who can prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals.
- Exceptional written, oral and presentation skills with the ability to effectively interface with senior management, staff, the Board of Directors, and external stakeholders.
- Experience in program evaluation, knowledge in nonprofit evaluation methods and tactics.
- Superior project management, organizational, teamwork and interpersonal skills.
- Demonstrated computer expertise with Microsoft Office tools, Google applications and email applications, and database systems.
- Demonstrated sensitivity to diverse issues and comfortability in multicultural environments
- Self-motivated, results driven, detail oriented, and adaptable.
- Able to exercise good judgment, discretion, and confidentiality.
- Must submit to and successfully pass a criminal history background check.

The Associate Director role is an exciting opportunity that will help take the Volunteer Center to a new level and help further our mission within the community. To apply, submit your resume and a cover letter detailing your passion for social good to smillin@volunteernow.net.

The deadline to apply is 5 p.m. on September 17th, 2021.