

## **Supplemental Services Manager**

Full-time, Salaried

### **Position Summary:**

The Supplemental Services Manager is responsible for the Center's diverse supplemental services including the Food Pantry, In-Kind Donations, Community Garden, Community Learning Kitchen, and Children's Learning Center. The Supplemental Services Manager engages group and individual volunteers, interns, and AmeriCorps members to provide staffing of these services areas. Supplemental Services Manager will work effectively and collaboratively with staff members and staff teams to accomplish the goals, activities, and programming in these spaces. A successful Supplemental Services Manager will elevate and expand the effective functioning of these service areas as essential parts of the CMC programming and mission, while increasing community engagements.

### **Accountability:**

The Supplemental Services Manager reports directly to the Executive Director or their designee.

### **Qualifications:**

- BA/BS Degree or other degree with equivalent experience.
- Strong project management skills and 2-years' experience working with volunteers is required.
- Demonstrated ability to effectively lead, facilitate, train and manage a group of staff and volunteers.
- Be a creative, enthusiastic, highly motivated, self-starter.
- Willingness and ability to work a flexible schedule as needed to train and support volunteers.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain a high level of confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong organizational skills with ability to prioritize and manage multiple projects and tasks.
- Ability to take initiative and work with minimal supervision.
- Strong computer skills, including experience with Google drive and apps. Microsoft Office Suite and databases, and/or ability to learn new software and systems.
- Ability to behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Willingness to commit to the CMC mission and values and the critical concerns of the Sisters of Mercy.

### **Responsibilities:**

#### **Collaborate with Operations and Resource Development Teams to**

- Set strategic goals and measurement for the supplemental service areas and ensure tracking and documentation of progress.
- Ensure adequate resources are committed to supplemental services by providing an annual budget and managing expenses to budget.
- Assist in securing financial resources and in-kind donations for the Supplemental Services.
- Develop, facilitate and convene teams as necessary for the proper functioning and coordination of activities, programming and space usage.
- Create stories, social media, publicity and promotion of these areas. Use print, social media, media, tours and other means to communicate volunteer opportunities.

- Provide bi-monthly reports to the board of directors
- Work with Community Partnerships Manager and Volunteer & Outreach Manager to identify opportunities to partner and collaborate with other agencies, groups, and companies with skills and ability to supplement programming

### **In Coordination with the Volunteer & Outreach Manager**

- Assist with recruitment, interviewing, and assessment of volunteers, interns and AmeriCorps for the supplemental service areas at the Center.
- Provide orientation and training to volunteers in supplemental services areas to ensure they understand both why their role is important and how to fulfill that role.
- Maintain supportive contact with volunteers to assist them as needed and foster their continued involvement in the following areas: Food Pantry, Donations Management, Community Garden and Children's Learning Center
- Express appreciation and recognition for volunteers, interns and AmeriCorps
- Ensure maintenance of a volunteer schedule and accurate tracking of service hours for supplemental services volunteers

### **Children's Learning Center**

- Provide a culturally, linguistically and age appropriate learning environment for children that meets the needs of CMC clientele.
- Ensure spaces are clean and physically and emotionally safe for children; including monitoring for illness and taking precautions as needed to prevent the spread of illness.
- Work with Education and Refugee & Immigrant Services staff to provide coverage for hours of operation.
- Recruit, train, and schedule volunteers and interns to be in the Children's Learning Center.
- Work with staff, AmeriCorps, interns and volunteers to prepare for age appropriate, engaging and varied activities and as needed, snacks.

### **Community Learning Kitchen**

- Collaborate in creating a functional commercial kitchen that meets the programming and functional needs of CMC services and activities
- Support the development of programming for the kitchen in alignment with organizational goals and mission and in cooperation with program and administrative staff.
- Develop guidelines for use, cleanliness, and appropriate safety measures
- Provide for the training of staff, clients, and volunteers using the space.
- Coordinate a calendar of activities and programming within the kitchen space in coordination with use of the Community Gathering Space

### **Community Garden**

- Convene and facilitate the Garden Committee; ensure minutes and action items are documented
- Provide for volunteer efforts in support of the effective functioning of the garden
- Coordinate with clients who manage plots in the garden space.
- Maintain clean and organized storage spaces.
- Ensure accurate record keeping.

### **Food Pantry:**

- Ensure compliance with HACAP regulations and best practices for food storage and distribution.
- Manage inventory and volunteer schedule.
- In the absence of volunteers, provide backup for scheduling, re-stocking, organizing, pick-ups, and maintaining clean, organized, and safe space.
- Ensure accurate record keeping and provide data as necessary.
- Update training materials as needed and oversee training of new volunteers.
- Promote appropriate donations to the Food Pantry, including culturally appropriate food for pantry users.

**In Kind Donations:**

- Oversee and provide education on organization-wide processes for handling in kind donation inquiries.
- Work with program staff to advise on departmental processes regarding in kind donations.
- Direct donation inquiries as appropriate.
- Oversee staffing that provides for the pick-up, drop-off and tracking of donated items and donor information.
- Update wish list as necessary (website and lobby printouts); coordinate with the Resource Development Team to promote urgent needs in CMC communications channels
- Maintain clean and organized storage spaces.

**General Agency Duties**

- Demonstrate a commitment to the mission of CMC.
- Present a positive image of the Center and its programs.
- Work an occasional Saturday or weekend, as needed.
- Identify and support property improvements projects with the Director of Facilities and volunteers.
- Assist with shared staff responsibility for the security and safety of volunteers in the building and on the property.
- Perform other duties as requested/assigned.

**Physical Work Requirements**

- While performing the duties of the job, the employee is regularly required to talk and hear.
- The employee regularly is required to bend, stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here 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 to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

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Name

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Date

Established: May 2021