



Job Title: Director of Thrive Operations

Summary Statement: Community Thread has been serving the greater Stillwater, Minnesota community for 50 years. Our mission is to leverage resources and volunteers to improve the quality of life for adults and their families in our local community. Recently our focus has shifted to “aging in place” solutions that will empower older adults to remain independent in their homes as they age. “Villages” are membership-driven programs that, through both volunteers and paid staff, coordinate access to affordable services including transportation, health and wellness programs, home repairs, social and educational activities, and other day-to-day needs enabling individuals to remain connected to their community throughout the aging process. This is a national model that has been replicated successfully in communities around the country. The Director of Thrive (the name of our “village”) is responsible for helping to launch and maintain program operations.

Reports to: Executive Director

Fair Labor Standards Act Status: Exempt

Essential Job Functions

Supervision

Supervises a small staff of part-time personnel and volunteers covering the functions of member service and program delivery. Conducts annual evaluations of personnel and offer regular feedback on staff performance, including that of volunteers.

Works with the Volunteer Center staff to develop and implement a system to recruit, screen and orient volunteers to keep pace with member requests for direct services.

Program Delivery

Develops member policies manual, with topics such as placing requests and using services, based on samples from other villages. Writes working descriptions of services and conditions for use.

Creates standard operating procedures (SOPs) to maximize optimal service levels at minimum cost.

Cultivates relationships with care coordinators and other support personnel at healthcare provider sites.

Works in cooperation with other agencies in planning and delivering services.

Creates system to track members and to ensure use of membership benefits.

Develops metrics dashboard based on Village to Village Network member development and experience.

Creates and maintains database of preferred service providers; seeks additional options to meet members’ needs.

Determines policies for when members are no longer eligible for services and how this will be communicated and administered.

Outreach and Sales

In partnership with the Communications and Development Director, creates and implements a strategy to promote the Village and raise its profile within the service area.

Establishes regular communication with program volunteers and other stakeholders.

Represents the Village at a wide range of municipal, civic, neighborhood, and educational gatherings and serves on area coalitions related to the program.

Researches cost of snow removal, lawn service and house cleaning services as a cost comparison to the value of village membership.

Member Services

Conducts intake with new members including sliding fee scale fee determination.

Assures the delivery of outstanding member services with an accurate database of members, referral information, and preferred service providers.

Develops new programs and services as suggested by members.

Creates educational and social offerings; researches and informs members of available activities and events outside of Community Thread offerings to keep people engaged.

Other Duties:

Assists with Community Thread fundraising initiatives.

Serves as an active team member of Community Thread by supporting the operations, activities, and committees of the agency.

Attends National Village Conferences and reports learnings to Executive Director and Board of Directors as requested.

Participates in informational events such as webinars, presentations, brainstorming sessions and focus groups with internal and external stakeholders (including community members).

Contributes to research initiatives.

Job requirements – Education and Training

3 - 5 years nonprofit development and management experience, including effective management, motivation and leadership of volunteers; program development and management; and marketing and public relations.

Bachelor's degree in social services or gerontology preferred.

Understands interests and needs of older adults, including laws and regulations that affect services.

Experience using specialized software to manage organizational information and daily operations.

Excellent communications skills, including public speaking and writing.

Strong analytical skills and experience with managing budgets.

Competent in evaluation methodologies.

Other Requirements:

Solid organizational and communication skills with attention to detail, accuracy, and follow through in an independent, responsible, and professional manner.

Ability to establish and maintain collegial and respectful relationships with coworkers, volunteers, donors, partner organizations, vendors, and the community.

Strong collaboration skills along with the ability to work independently.

Interest and energy for volunteerism and community building to change the aging narrative.

Effective leadership and self-management skills.

Ability to problem solve, multitask, work independently and meet deadlines.

Ability to identify and recommend improvements in order to further the organization mission.

Work conditions/physical demands

Must be able to lift 30 pounds.

Requires repetitive motion activities such as typing on a computer keyboard.

Requires the ability to sit for several hours at a time at a desk.

Background check required.

Benefits Information:

Position is eligible for health, dental, vacation, sick, volunteer, and family leave benefits as well as a 403(b) retirement plan.

Salary: Depending on qualifications.

Contact Information: Send cover letter and resume to: Sally@communitythreadmn.org.

No phone calls please.

Posting close date: August 23, 2019