



Director of Operations & Engagement

Company Description

The Kindness Project (TKP) is a nonprofit organization providing free resources to registered foster families & youth throughout the Lehigh Valley and surrounding counties across eastern PA.

Through two foster care boutiques, The Kindness Exchange (Emmaus) and The Kindness Cottage (Stroudsburg), TKP provides free clothing, shoes, car seats, beds, baby items, hygiene items, and other essentials to youth placed in foster care.

We are expanding our offerings to include enrichment in sports, music, art, tutoring, family events and support groups through our Kindness Connections Program. Our goal is to provide support and kindness to kids and teens experiencing a foster care journey.

Role Description

This is a hybrid role located in Emmaus, PA, with flexibility for some remote work. Much of the time will be onsite at our Emmaus boutique, The Kindness Exchange. It will include occasional visits to The Kindness Cottage in Stroudsburg, PA.

The Director of Operations & Engagement will be responsible for overseeing the daily operations of The Kindness Project, including working alongside the Executive Director to manage two foster care boutiques, all related programs, events, staff, and volunteers.

Additionally, they will be responsible for creating and maintaining relationships with external partners, sponsors, and donors and ensuring timely reporting and compliance with organization requirements.

Key tasks of Director of Operations & Engagement include:

Planning Administration

- Assist ED and TKP Board of Directors with Annual Report
- Assist with special project and special events planning
- Salesforce transition/maintenance
- Work with ED to develop SOPs and training materials



Volunteer & Resource Family Administration

- Work with resource families to ensure they understand registration requirements, appointment process and provide us with child placement updates as needed
- Assist in creation of Volunteer Manual w/ policies and incentives
- Clearance tracking, Zoom & Orientation updates/scheduling
- Maintain comprehensive and accurate resource family and volunteer records
- Support relevant administrative tasks and 'fun' events for volunteer sustainability

Communications Management

- Provide administrative assistance, such as writing and editing emails and preparing communications on the Executive Director's (ED's) behalf
- Schedule & attend all TKP Committee meetings on Google / Send Invite & Reminders / Work on agenda w/ committee chairs / notes during meetings
- Develop relationships with county children and youth departments and foster care agency partners to ensure familiarity with our registration process

Marketing & Outreach

- Provide support with TKP website updates / blog post / newsletter
- Use creative talents to support ED with social media and other design initiatives
- Help brainstorm and coordinate TKP merch - designs / online store, etc.
- Assist with family/volunteer/donor surveys - create charts based on data
- Utilize Canva to create signage for boutiques, events, outreach, etc.
- Help with slideshow presentations/research on foster facts
- Attend Chamber events and other related networking events

Budget & Donation Support

- Work with ED on budget and planning
- Online research & networking
 - Charitable divisions of companies (baby equipment/formula/diapers)
 - Related Grants
 - Corporate, private and faith-based sponsorships
- Work with ED and EA on donation drives and related outreach events

Qualifications

- Bachelor's degree in a related field or equivalent experience



- 5+ years in an operational leadership role with proven experience in program management, personnel management, and budget management
- Volunteer sourcing and coordination at a large scale (100+ volunteers)
- Experience in fundraising, donor relations and grant writing
- Experience in strategic planning
- Familiarity with nonprofit regulations and compliance
- Retail and inventory experience highly desired
- Special events planning and execution
- Outstanding communication, interpersonal, and leadership skills
- Willingness to support Executive Director with various administrative tasks
- Ability to develop and maintain effective and positive relationships with all stakeholders, including but not limited to staff, volunteers, and community donors and sponsors
- Impeccable verbal and written communication skills
- Proficient with Google Suite/Workspace, Canva, MailChimp, Remind, social media platforms, CRM systems (SalesForce a huge plus!), and Zoom
- Must be self-driven, resourceful and fully-committed to the mission
- Empathy and passion for creating a better future for youth experiencing foster care

Compensation

- Hourly compensation based on experience, approximately \$18-20/hr. As a nonprofit, the rate may not match other for profit opportunities, but the life-changing impact you will have on others and the relationships you will build are well worth it!
- Medical and other benefits are not available at this time.
- Work schedule and vacation time may be flexible depending on the season and needs of our team and resource families.
- A MacBook will be provided.
- Mileage is reimbursed.