



Family Respite Program Management Team Members

The Family Respite Program's Management team members, i.e. Program Manager and Associate Program Manager, will report to the Operation and Program Director and is responsible for the planning, management and execution elements of the family respite program. Domus Pacis projects to coordinate approximately 140 family stays during 2017 growing to 200 annually within three years. The ideal candidate is a professional, sensitive to the critical situation of each family **Domus Pacis** serves, as well as the varying donor-established procedures that need to be honored when connecting with businesses and home owners. The organization is experiencing growth in demand to serve and allow others to be of service which requires the need for proven professionals with solution-oriented focus and passion for mission, process and productivity.

The Respite Program Management positions are full-time employment and would require the welcoming of arriving families on most weekends. Being available to represent our organization at outreach and networking opportunities such as chamber meetings, Domus Pacis fundraising events and supporter gatherings is essential.

Responsibilities and management tasks include but are not limited to:

Coordination of Family Respite Stays

- Build and sustain a working relationship with referral partners
- Determine applicant/family's individualized respite needs
- Provide continual communication with family coordination designates and referral partners
- Communicate accommodation requests and secure accommodations from home donors, property management and realty companies
- Communicate and secure local volunteerism
- Communicate and secure local business participation
- Manage balanced acquisition/acknowledgement of essential resource components
 - Document dynamic respite coordination status, log conversations and activities to ensure delivery of each respite stay
- Prepare *Welcome Bags* and packets
- Prepare for and greet scheduled families
- Perform wrap-up elements of respite stay process
- Provide feedback to management on potential improvement to coordination procedures
- Review, recommend and revise *Program Management Process and Flow* documentation as needed.

Responsibilities/tasks include but are not limited to (Cont'd):

Handling of In-Kind Contributions

- Solicit and nurture local service providers to broaden the base of prospective supporters
- Discern individual “giving” parameters and process revisions
- Develop and document sustainability procedures for in-kind support by category
- Project resource needs, set targets/benchmarks and success measures (KPIs)
- Develop a plan to solicit businesses for complimentary gifts
- Execute an aggressive in-kind acquisition plan and modify as necessary
- Enter vouchers for Goods, Services and Activities
- Affirm and acknowledge all in-kind support

Coordination of Volunteer Team

- Define and communicate volunteer procedures
- Develop and re-enforce volunteer procedures (emails and training sessions)
- Schedule and lead volunteer training session(s)
- Expand Community Involvement -- Secure new volunteers from...
High School Service Clubs & IB Program, Scout Troops, Senior Center
Outreach Organizations, Faith Groups, Ski Resort Ambassador Network, etc.
- Grow the *Foster-A-Family*, *Food & Hugs* and *Food for Families Friday* support efforts
- Enter new and augment missing volunteer involvement and contact information
- Quantify our volunteers’ efforts and success measures (KPIs)
- Evaluate effectiveness of each volunteer program
- Propose element modifications aimed at efficiency gains
- Communicate *Monthly Volunteer Opportunities* using various outlets
- Acknowledge and affirm volunteer efforts

Communication with DPFR Operations/Program Director and Founding Directors

- Provide weekly respite program reports, identify potential issues and propose course correction
- Offer agenda items for staff meetings
- Provide information on grant requests and reporting as requested
- Participate in event planning and execution
- Assist with Annual Appeal

Added Plus - Technology Assistance

- Provide social media, basic graphics & layout assistance
- Build connections thru social media formats

General requirements of the position include:

- ✓ College degree; five years of work experience and several years managing a team
- ✓ Effective written and oral communication skills
- ✓ *Passion* for confidentiality
- ✓ Creative, organized, detail-oriented, disciplined, a willingness to take initiative and excellent project management skills
- ✓ Work independently as well as with a team and able to work under pressure
- ✓ Willingness to establish and maintain appropriate professional relationship with referral partners, volunteers, business owners/managers, property managers, home donors and financial supporters
- ✓ Ability to enter information into organization's system regularly and timely
- ✓ Serves as emergency contact with DPFR families on a rotational schedule
- ✓ Create and maintain accurate and complete records of all information
- ✓ Proficiency with MS Office Suite, Google and social media applications
- ✓ Basic knowledge of Salesforce/ Volunteer4Salesforce/Cirrus is a plus
- ✓ Organize essential information on program delivery and contribute to Colorado Common Grant Reporting
- ✓ Participant on special projects as needed.

Employment type

Full time: 35 - 40 hours per week

Salary Range

Determined by Qualifications: \$15.00 – \$23.00/hour (plus FICA)

Start Date

As soon as possible

How to apply

If qualified, email a letter of interest and resume to
Domus Pacis Family Respite at positions@domuspacis.org.

Please insert **Family Respite Program Management Team Member * Position Application** in subject line.