



POSITION TITLE: Manager of Outreach Programs

REPORTS TO: Executive Director

FULL-TIME, EXEMPT Evenings and weekends required as necessary

TO APPLY: Send resume and cover letter to careers@diversitycenter.org. Please include in your cover letter why you are interested in the position and working with the LGBTQ+ population. Application period closes March 22, 2024.

PURPOSE AND MISSION:

The Diversity Center (TDC) is a nonprofit 501(c)3 located in Santa Cruz County and was founded in 1989 to fill a vision which still exists: to create a healthy, vibrant, and diverse intergenerational LGBTQ+ community, safe and secure in their persons, schools, work, and homes; fueled by a spirit of collaboration with each other and the greater community. Our TDC **mission** is to inspire and support every member of the LGBTQ+ community by creating a culture of well-being.

COMMITMENT TO DIVERSITY AND EQUITY:

The Diversity Center strives to be a workplace that is representative of the community we serve. We are an equal opportunity employer and encourage applications from all individuals including LGBTQ (lesbian, gay, bisexual, transgender, and queer) people; people of all genders and gender expressions; Black, Brown and Indigenous People; People of Color; people living with HIV, and people with disabilities.

POSITION SUMMARY:

The Manager of Programs, Outreach and Learning is a full-time exempt position responsible for ensuring The Diversity Center has an active presence in the local community by offering educational initiatives, engaging outreach events & activities, and building volunteer capacity. This role acts as a liaison between TDC and the community, as well as an ambassador for our new Well-being Initiative. The ideal candidate is a collaborative team player, effective communicator, and creative problem solver.

Guided by the Eight Dimensions of Wellness*, this position underscores work in the following dimensions:

- Building **physical and emotional** safety and security within our **environments** through community education.
- Engaging **intellectual and spiritual** growth by broadening perspectives and understandings of authentic life paths.
- Providing **occupational** meaning and purpose through **volunteerism** and acts of service.

- Creating **social** connection and a sense of belonging to the LGBTQ+ community through community outreach and events.

**The Eight Dimensions of Wellness include physical, emotional, intellectual, social, environment, financial, spiritual, occupational/volunteer*

KEY RESPONSIBILITIES:

Includes the following and other duties as assigned. In a small team such as this, all staff work interconnectedly and collaboratively with each other. Staff work together to ensure events and programs are properly staffed and supported.

Volunteer Program

- Ensure TDC has a solid volunteer development program with a wellness strategy that inspires participants to feel an ongoing sense of purpose, meaning and belonging.
- Ensure each step in the volunteer management cycle is in place and functioning optimally, including: volunteer policies and procedures, needs assessment, recruiting, screening, training, scheduling, communicating, feedback, appreciating, retaining, & managing the database.
- Identify volunteer opportunities and ensure volunteers are successfully integrated within the activities of TDC.
- Serve as the volunteer manager at larger events and gatherings.
- Teach and train staff in methods for successfully engaging and managing volunteer support.
- With other TDC staff, build and manage population specific volunteer advisory committees that inform programming direction, specifically: transgender, Latinx, youth, 60+, etc...

Education & Training Program

- Increase effectiveness and capacity of the Triangle Speakers program and LGBTQ+ cultural competency trainings targeting governmental agencies, education institutions, healthcare systems, and other community nonprofits.
- Receive and coordinate response to community training inquiries. Identify and schedule training faculty. Proactively outreach to community to seek more training opportunities.
- With in-house training staff, serve as an additional lead trainer and group moderator.
- Build sustainability by diversifying the program through recruiting, vetting, and training additional team members.
- Working with collaborators and content experts, build additional curriculum and a menu of training offerings for the community.
- Grow the training program by increasing resources, impact, scope and reach. Extend training support into surrounding communities targeting Monterey and San Benito counties.
- Develop a revenue-generating business model that makes online and in person trainings available to businesses and other compensating organizations.

Community Engagement

- Assess current and future community needs, solicit input from stakeholders, and deliver population-specific and culturally relevant outreach programs that are in alignment with the Center's mission and strategic priorities established by the Board of Directors.
- Build and coordinate a public relations team of staff and volunteers to represent TDC at events, speaking engagements and other requests for TDC participation.

- With the support of communications staff, develop event displays and promotional material.
- Develop and execute a calendar of events that celebrate community, appreciate contributors, and/or strengthens connection and good-will with the larger community.
- Develop and implement awareness and marketing strategies that expand program participation.
- Assist with fundraising goals by identifying potential sponsors and goods and service donations.

Management, Administration and Operations

- Develop a vision, strategic plan and budget for the future programs and services.
- Establish benchmarks, timelines, and the resources needed to achieve goals; meet standards for accountability; and proactively recommend and implement changes or elimination of programs.
- Manage part-time administrative support, training facilitators, and volunteers.
- Establish methods of tracking, data collection and evaluating programs and impact.
- Ensure program compliance with all laws, regulations, organizational policies and procedures, and funding guidelines.
- Participate in staffing TDC programs and events as requested.
- Participate in all TDC meetings as requested.

QUALIFICATIONS:

Effective qualities include confidence, self-directed, results-oriented, high performing, and creative problem solving. To be fully aligned with this position, you must have an unwavering passion for supporting the LGBTQ+ community with a cultural sensitivity. Necessary experience includes:

- Three plus years working as a major contributor within a nonprofit that is focused on creating positive impact in vulnerable communities.
- Managing the volunteer life cycle from recruitment to placement and retainment.
- Organizing and executing events, documenting steps, creating timelines and delegating tasks to supporting team members.
- Facilitating groups, delivering educational trainings and/or public speaking.
- Extroverted personality that excels at building relationships and inspiring engagement.
- Managing projects by seeing the big picture while holding the micro steps to achieve strategic outcomes.
- General working knowledge of Google Workspace & database management.
- Ability to work early mornings, evenings, and weekends as required.
- Solid experience with data collection for grant reporting.
- Valid Driver's License, access to a vehicle and vehicle insurance required.
- English/Spanish bilingual skills desired.

SALARY AND BENEFITS:

Highlights include:

- Salary range is \$70,000-\$85,000 based on experience
- Medical, dental and vision coverage
- Generous PTO and holiday schedule
- Retirement program and matching funds after 1 year
- Technology and mileage reimbursement

- Culture of prioritizing well-being and a balanced work-life