

FINANCIAL MANAGEMENT STANDARDS

1. **General.** The grantee must maintain financial management systems that include standard accounting practices, sufficient internal controls, a clear audit trail, and written cost allocation procedures, as necessary. Financial management systems must be capable of distinguishing expenditures attributable to this grant from expenditures not attributable to this agreement. The systems must be able to identify costs by programmatic year and by budget category and to differentiate between direct and indirect costs or administrative costs. For further details about the grantee's financial management responsibilities, refer to OMB Circular A-102 and its implementing regulations (45 CFR§2541) or A-110 (2 CFR part 215) and its implementing regulations (45 CFR§2543), as applicable.
2. **Consistency of Treatment.** To be allowable under an award, costs must be consistent with policies and procedures that apply uniformly to both federally financed and other activities of the organization. Furthermore, the costs must be accorded consistent treatment in both federally financed and other activities, as well as between activities, supported by different sources of federal funds.
3. **Audits.** Organizations that expend \$500,000 or more in a year in Federal awards shall have a single or program-specific audit conducted for that year in accordance with the Single Audit Act, as amended, 31 U.S.C. 7501, et seq., and OMB Circular A-133. If the grantee expends federal awards under only one federal program, it may elect to have a program specific audit, if it is otherwise eligible. A recipient that does not expend \$500,000 in federal awards is exempt from the single audit requirements of OMB Circular A-133 for that year. However, it must continue to conduct financial management reviews of its sub-grantees, and records must be available for review and audit. A recipient of a Federal grant (pass-through entity) is required in accordance with paragraph 400(d) of OMB Circular A-133, to do the following with regard to its subrecipients:
 - (1) identify the Federal award and funding source;
 - (2) advise subrecipients of all requirements imposed on them;
 - (3) monitor sub-recipient activities and compliance;
 - (4) ensure sub-recipients have A-133 audits when required;
 - (5) issue decisions and ensure follow-up on audit findings in a timely manner;
 - (6) where necessary, adjust its own records and financial statements based on audits; and
 - (7) require sub-recipients to permit access by the pass-through entity and auditors to records and financial statements, as necessary, for the pass-through entity to comply with A-133.

GRANT PERIOD AND INCREMENTAL FUNDING

For the purpose of the cooperative agreement, a project period is the complete length of time the grantee is proposed to be funded to complete approved activities under the cooperative agreement.

A project period may contain one or more budget periods. A budget period is a specific interval of time for which Federal funds are being provided to fund a recipients approved activities and budget. Unless otherwise specified, the cooperative agreement covers a three-year project period. In approving a multiyear project period, the Corporation generally makes an initial award for the first year of operation. Additional funding is contingent upon satisfactory performance and the availability of funds. The project period and the budget period are noted on the award document.

BUDGET AND PROGRAMMATIC CHANGES

1. **Programmatic Changes.** The recipient must first obtain the prior written approval of the Program Officer before making the following changes:
 - a. Changes in the scope, objectives or goals of the program, whether or not they involve budgetary changes;
 - b. Substantial changes in the level of supervision;
 - c. Entering into additional sub-grants or contracts for activities funded by the cooperative agreement, but not identified or included in the approved application and budget.

2. **Budgetary Changes.** The recipient must obtain the prior written approval of the Corporation's Field Financial Management Center before amending the approved budget in any of the following ways:
 - a. Specific Costs Requiring Prior Approval before Incurrence under OMB Circulars A-21 (2 CFR part 220), A-87 (2 CFR part 225) or A-122 (2 CFR part 230). For certain cost items, the cost circulars require approval of the awarding agency for the cost to be allowable. Examples of these costs are overtime pay, rearrangement and alteration costs, and pre-award costs.
 - b. Purchases of Equipment over \$5,000 using federally awarded funds, unless specified in the approved application and budget.
 - c. Unless the Corporation share of the award is \$100,000 or less, changes to cumulative and/or aggregate budget line items that amount to 10 per cent or more of the total budget must be approved in writing in advance by the Corporation. The total budget includes both the Corporation and recipient shares. Recipients may transfer funds among approved direct cost categories when the cumulative amount of such transfers does not exceed 10 percent of the total budget.

3. **Approvals of Programmatic and Budget Changes.** Programmatic changes also require final approval of the Corporation's Field Financial Management Center after written recommendation for approval is received from the Program Office. The Grants Officer will execute written amendments, and the recipient should not assume approvals have been granted unless documentation from the Grants Office has been received.

TRAFFICKING IN PERSONS

Trafficking Victims Protections Act of 2000

This term of award is pursuant to paragraph (g) of section 106 of the Trafficking Victims Protections Act of 2000, as amended (22 USC 7104).

- a. Provisions applicable to a recipient that is a private entity.
 1. You as the recipient, your employees, subrecipients under this award, and subrecipients' employees may not—
 - i. Engage in severe forms of trafficking in persons during the period of time that the award is in effect;
 - ii. Procure a commercial sex act during the period of time that the award is in effect; or
 - iii. Use forced labor in the performance of the award or subawards under the award.
 2. We as the Federal awarding agency may unilaterally terminate this award, without penalty, if you or a subrecipient that is a private entity –
 - i. Is determined to have violated a prohibition in paragraph a.1 of this award term; or
 - ii. Has an employee who is determined by the agency official authorized to terminate the award to have violated a prohibition in paragraph a.1 of this award term through conduct that is either—
 - A. Associated with performance under this award; or
 - B. Imputed to you or the subrecipient using the standards and due process for imputing the conduct of an individual to an organization that are provided in 2 CFR part 180, "OMB Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," as implemented by our agency at 2 CFR part 376.
- b. Provision applicable to a recipient other than a private entity.

We as the Federal awarding agency may unilaterally terminate this award, without penalty, if a subrecipient that is a private entity—

 1. Is determined to have violated an applicable prohibition in paragraph a.1 of this award term; or
 2. Has an employee who is determined by the agency official authorized to terminate the award to have violated an applicable prohibition in paragraph a.1 of this award term through conduct that is either—
 - i. Associated with performance under this award; or
 - ii. Imputed to the subrecipient using the standards and due process for imputing the conduct of an individual to an organization that are provided in 2 CFR part 180, "OMB Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," as implemented by our agency at 2 CFR part 376.
- c. Provisions applicable to any recipient.
 1. You must inform us immediately of any information you receive from any source alleging a violation of a prohibition in paragraph a.1 of this award term
 2. Our right to terminate unilaterally that is described in paragraph a.2 or b of this section:
 - i. Implements section 106(g) of the Trafficking Victims Protection Act of 2000 (TVPA), as amended (22 U.S.C. 7104(g)), and
 - ii. Is in addition to all other remedies for noncompliance that are available to us under this award.
 3. You must include the requirements of paragraph a.1 of this award term in any subaward you make to a private entity.

- d. Definitions. For purposes of this award term:
1. "Employee" means either:
 - i. An individual employed by you or a subrecipient who is engaged in the performance of the project or program under this award; or
 - ii. Another person engaged in the performance of the project or program under this award and not compensated by you including, but not limited to, a volunteer or individual whose services are contributed by a third party as an in-kind contribution toward cost sharing or matching requirements.
 2. "Forced labor" means labor obtained by any of the following methods: the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
 3. "Private entity":
 - i. Means any entity other than a State, local government, Indian tribe, or foreign public entity, as those terms are defined in 2 CFR 175.25.
 - ii. Includes:
 - A. A nonprofit organization, including any nonprofit institution of higher education, hospital, or tribal organization other than one included in the definition of Indian tribe at 2 CFR 175.25(b).
 - B. A for-profit organization.
 4. "Severe forms of trafficking in persons," "commercial sex act," and "coercion" have the meanings given at section 103 of the TVPA, as amended (22 U.S.C. 7102)

THE OFFICE OF INSPECTOR GENERAL

The Corporation's Office of Inspector General (OIG) conducts and supervises independent and objective audits, evaluations, and investigations of Corporation programs and operations. Based on the results of these audits, reviews, and investigations, the OIG recommends policies to promote economy and efficiency and to prevent and detect fraud, waste, and abuse in the Corporation's programs and operations.

The OIG conducts and supervises audits of Corporation grantees, as well as legislatively mandated audits and reviews. The legislatively mandated audits include the annual financial statement audit, and fulfilling the requirements of the Government Information Security Reform Act and its successor, the Federal Information Security Management Act. A risk-based approach, along with input received from Corporation management, is used to select grantees and grants for audit. The OIG hires audit firms to conduct some of its audits. The OIG audit staff is available to discuss its audit function, and can be reached at (202) 606-9390. The OIG is available to offer assistance to grantees that become aware of suspected criminal activity in connection with the Corporation's programs. Grantees should immediately contact OIG when they first suspect that a criminal violation has occurred. The OIG investigative staff is available to provide guidance and ensure that the appropriate law enforcement agency is notified, if required. The OIG may be reached by email at hotline@cnsoig.gov or by telephone at (800) 452-8210.



Grant Program Civil Rights and Non-Harassment Policy

The Corporation for National and Community Service (CNCS) has zero tolerance for the harassment of any individual or group of individuals for any reason. CNCS is committed to treating all persons with dignity and respect. CNCS prohibits all forms of discrimination based upon race, color, national origin, gender, sexual orientation, religion, age, disability, political affiliation, marital or parental status, or military service. All programs administered by, or receiving Federal financial assistance from CNCS, must be free from all forms of harassment. Whether in CNCS offices or campuses, in other service-related settings such as training sessions or service sites, or at service-related social events, such harassment is unacceptable. Any such harassment, if found, will result in immediate corrective action, up to and including removal or termination of any CNCS employee or volunteer. Recipients of Federal financial assistance, be they individuals, organizations, programs and/or projects are also subject to this zero tolerance policy. Where a violation is found, and subject to regulatory procedures, appropriate corrective action will be taken, up to and including termination of Federal financial assistance from all Federal sources.

Slurs and other verbal or physical conduct relating to an individual's gender, race, ethnicity, religion, sexual orientation or any other basis constitute harassment when it has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive service environment. Harassment includes, but is not limited to, explicit or implicit demands for sexual favors, pressure for dates, deliberate touching, leaning over, or cornering; offensive teasing, jokes, remarks, or questions; letters, phone calls, or distribution or display of offensive materials; offensive looks or gestures; gender, racial, ethnic, or religious baiting; physical assaults or other threatening behavior; or demeaning, debasing or abusive comments or actions that intimidate.

CNCS does not tolerate harassment from anyone including persons of the same or different races, sexes, religions, or ethnic origins; or from a CNCS employee or supervisor; a project, or site employee or supervisor; a non-employee (e.g., client); a co-worker or service member.

I expect supervisors and managers of CNCS programs and projects, when made aware of alleged harassment by employees, service participants, or other individuals, to immediately take swift and appropriate action. CNCS will not tolerate retaliation against a person who raises harassment concerns in good faith. Any CNCS employee who violates this policy will be subject to discipline, up to and including termination and any grantee that permits harassment in violation of this policy will be subject to a finding of non-compliance and administrative procedures that may result in termination of federal financial assistance from CNCS and all other federal agencies.

Any person who believes that he or she has been discriminated against in violation of civil rights laws, regulations, or this policy, or in retaliation for opposition to discrimination or participation in discrimination complaint proceedings (e.g., as a complainant or witness) in any CNCS program or project, may raise his or her concerns with our Office of Civil Rights and Inclusiveness (OCRI). Discrimination claims not brought to the attention of OCRI within 45 days of their occurrence may not be accepted in a formal complaint of discrimination. No one can be required to use a program, project or sponsor dispute resolution procedure before contacting OCRI, and if another procedure is used, it does not affect the 45-day time limit. OCRI may be reached at (202) 606-7503 (voice), (202) 606-3472 (TTY), ocri@cnscs.gov, or through www.national-service.gov.

10/31/2007
Date


David Eisner, Chief Executive Officer



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202-606-5000 • www.national-service.org
Senior Corps • AmeriCorps • Learn and Serve America





2009 Cooperative Agreement Resubmission Narrative

5 million dollar budget

Overview

The proposed 2009 budget outlines the use of year two Cooperative Agreement funds. The detailed goals and strategies supported by the 2009 budget are narrated below. The 2009 COOP continues to support the original goals and expands our activities in consideration of the changing volunteering and service landscape as well as the bold ideas of the new administration. This plan capitalizes on the assets of our market position, successful track record with stakeholders and partners, and an affiliate network that serves over 80% of the nation -- to support the Corporation's strategic goals of strengthening our nation's volunteer infrastructure and increasing the numbers of Americans who volunteer. Our overall goals and objectives are to:

- Increase the overall number of Americans in Service by bringing new volunteers into the system.
- Improve volunteer retention rates for existing volunteers.
- Increase the value and impact of volunteering.
- Increase participation in the National Conference on Volunteering and Service.
- Improve volunteer matching and management technology.
- Increase corporate volunteerism.

Our strategies are to:

1. **Strengthen Local Infrastructure through Investment and Knowledge Sharing:** Over the next three years, we will work with the Corporation to build a unified and robust network for local activation that is critical to successfully achieving the goals outlined above.
2. **Bring New Depth and Extend Reach of the National Conference on Volunteering and Service.**
3. **Create Marketplace Consolidation and Innovative, Sustainable Technology Tools for Volunteer Engagement.**
4. **Grow Corporate Volunteerism and Help Businesses Deploy their Core Assets to Solve Community Problems.**

In 2008, HandsOn Network successfully completed the following against the activities and outcomes of the cooperative agreement:

- Programmatic
 1. Developed the technology white paper that assesses the landscape of the current technology available to support the newly energized volunteer sector — both within the legacy technologies of our network, and in the marketplaces around us. It proposes a strategic technological model that addresses the growing needs of the movement by leveraging newly increased demand, enthusiasm and interest in service while addressing marketplace realities.
 2. Executed one of the most widely attended National Conference on Volunteering and Service in Atlanta, GA on a significantly reduced timeline and budget with 87% attendees having learned effective practices that they could apply to their work, and 73% of attendees better prepared to meet needs in their .
 3. Planned and executed the Volunteer Sector Capacity Building Dialogue and Planning meeting to gather a group of stakeholders, representing 25 organizations, to design effective strategies for providing training and technical assistance that will result in a strengthened volunteer engagement infrastructure. Additionally, smaller stakeholder groups were convened to discuss options for developing and delivering services to the corporate sector. And explore other elements needed to develop a training that could be adapted for almost any service-related setting.
 4. Provided \$1.2 million dollars to 21 volunteer connector organizations within the sector to increase volunteer impact, retention and expansion, based on a rigorous application process and review. And developed a strong grant management process for supporting the progress of these sub grantees.
- Evaluation
 1. Completed phase I of the EPMD, a web-based tool which will provide the system to effectively track, manage and evaluate network-wide activities related to the COOP. This tool will allow for large amounts of programmatic information to be collected, stored and managed as well as create uniformity across the network.
 2. Using the EPMD, the 2008 Annual Affiliate Report (AAR) was completed by over 92% of the Network (up from 36% in 2007). The AAR provides the raw material to establish the baseline for measuring our progress on the goals in 2009.
- Systems
 1. Developed systems and policies including procurement policy, time and attendance, and trained staff on expenditures management, reimbursement, match and procurement.
 2. Developed a subgrant monitoring and oversight system including NOFA, proposal review, internal system, training and monitoring
- Staffing and Support
 1. Created a single point of contact for all COOP related activities and hired as a full time position
 2. Employed 14.6 FTE's in support of COOP work

In 2009, HandsOn Network enthusiastically anticipates executing the following deliverables:

- Provide \$1.5 million dollars to 20-40 local volunteer connector organizations to increase volunteer impact, retention and expansion in and through addressing challenges related to education, environment, and economy and targeting Boomers, Skilled Based Volunteers and Self Organizing Volunteers. Partner with these connectors to codify

volunteer management practices and convert them into widely available tools and technical assistance materials available through the Resource Center.

- Execute an on time, on budget best in class national conference on service and volunteering. This year the conference is focused on transformational learning experiences for an expanded attendee base and igniting a skilled volunteer corps as host committee member that drive conference theme, content, quality and attendee experience.
- Support the capacity of the overall nonprofit sector through world class training and technical assistance products. Including resources aimed at framing broad-spectrum citizen activation through volunteer leadership, project management and skilled-pro bono practice effectiveness. Specifically, continue management of communities of practice in the three critical issue areas developed in year one (Knowledge Management, Pro Bono & Skills-based Volunteers, and Leadership & Strategic Planning), and continue the Volunteer Sector Capacity Building Dialogue and Planning Sessions, quality webinars and briefs around and for Volunteer Leaders and Skilled Based Volunteers.
- Partner with CNCS on convening nonprofit sector stakeholders to redefine how “civic engagement” can bolster social sector effectiveness and efficiency. This includes the development of stakeholder listening sessions that result in new channels to deliver volunteer management, the creation of new nonprofit alliances that aggregate community impact and a road map for deepening the activation and management of human capital in tomorrow’s nonprofits. Frame at least 2 corporate volunteer partnerships that reinforce these goals and showcase how skilled private sector talent can create “tipping points” for nonprofit effectiveness.
- Drive more volunteers, create more projects and engage more Volunteer Leaders by aligning COOP goals with a focused HandsOn Campaign addressing issues facing the Environment, Education and the Economy.

Area Synopsis

In each of the areas of the COOP activities, outcomes, and new work will include:

Conference 2010.

Activities & Outcomes:

- Produce 2009 National Conference on Volunteering and Service evaluation and findings
- Select venue, location, and needed vendors for 2010 National Conference On Volunteering and Service
- Develop the 2010 Conference planning timeline & workplan
- Distribute save the date card for 2010 conference
- Hire new staff for conference--replacing contractors with full time staff
- Launch host committee in local city, marketing efforts, website
- Issue call for presenters for workshops and select sessions
- Conference speaker procurement
- Begin registration and housing for national conference

Note: The increase in cooperative agreement budget for this category reflects the need to align the financial investment of each party with the decision making and partnership aspects of the conference. It also more equitably shares the risk associated with executing an annual national conference. It is important to note that this does not reflect an 'all in' conference budget and that any further clarification of the actual 'all in' conference budget should be explored with the HandsOn University team.

Training & Technical Assistance 2009

Activities & Outcomes:

- 12 Webinars: 6 webinars for affiliates and subgrantees; 3 webinars related to nonprofits' readiness to engage skills-based volunteers 3 webinars related to volunteer leaders;
- 3 online tools related to self-organizing;
- 6 resources gleaned from affiliates/subgrantees, shared with the Network, and adapted to be more applicable to a more general audience base;
- 6 best practices gleaned from affiliates/subgrantees and shared through affiliate newsletter
- 3 "communities of practice" around Volunteer Sector Capacity Building -- Knowledge Management, Skills-based Volunteers, and Leadership & Strategic Planning;
- 2 new or revised/repurposed resources related to nonprofits' readiness to engage skills-based volunteers;
- 2 new or revised/repurposed resources on strategic planning and leadership for nonprofits;
- 15 resources transitioned from HandsOn's virtual libraries to the Resource Center;
- 12 Effective Practice Briefs; Volunteer Sector Capacity Building Dialogue and Planning Session convened with at least 25 national organizations represented;
- 3 online resources (e.g., eCourse, downloadable toolkit, etc.) for training volunteer leaders;

Subgrantee and Support

Activities & Outcomes:

- Investing up to \$1.5 million in subgrants to volunteer connector organizations and statewide entities to support programs, services and best practices that directly demonstrate measurable growth and depth in recruiting, mobilizing and engaging volunteers and volunteer leaders.
- Providing strong grant management and monitoring support systems for all subgrantees through ongoing T&TA, one-on-one program officer access, clear reporting tools & resources.
- Leverage investment opportunities and peer to peer capital of the HandsOn Network: Of the \$1.5 million being invested through subgrants, \$300,000 will be set aside specifically for replication and scaling of volunteer led, project based opportunities, delivered through a consistent and demonstrated model of practice and designed to mobilize traditional and non-traditional community volunteers and volunteer leaders . These targeted scaling grants will assure excellence in service delivery, broad dissemination and scaling, and will deepen through peer to peer connectivity to meet community needs in rural, metropolitan, and micropolitan regions.
- Harvesting Innovation and Sector Building: Serve as convener and connector to leverage connectivity with and among State Service Commissions, State Associations, volunteer

connectors, nonprofit partners, regional and local corporate, civic and government partners to create and cultivate resource sharing, partnerships and cohort-relevant solutions to meet increased and escalating market demand for volunteer opportunities through network of “Action Centers” across the country.

Evaluation

Activities & Outcomes:

- Facilitate development (phase 2&3), implementation and system enhancements of Evaluation and Performance Measurement Database (EPMD).
- Establish baseline figures from 2008 Annual Affiliate Report (AAR) for 2009 year end reporting comparisons against metrics.
- Facilitate and manage evaluation process for national conference. Includes development of RFP in consultation with CNCS staff, selection of vendor, instrument development and comprehensive plan refinement and contract management and oversight.

Technology

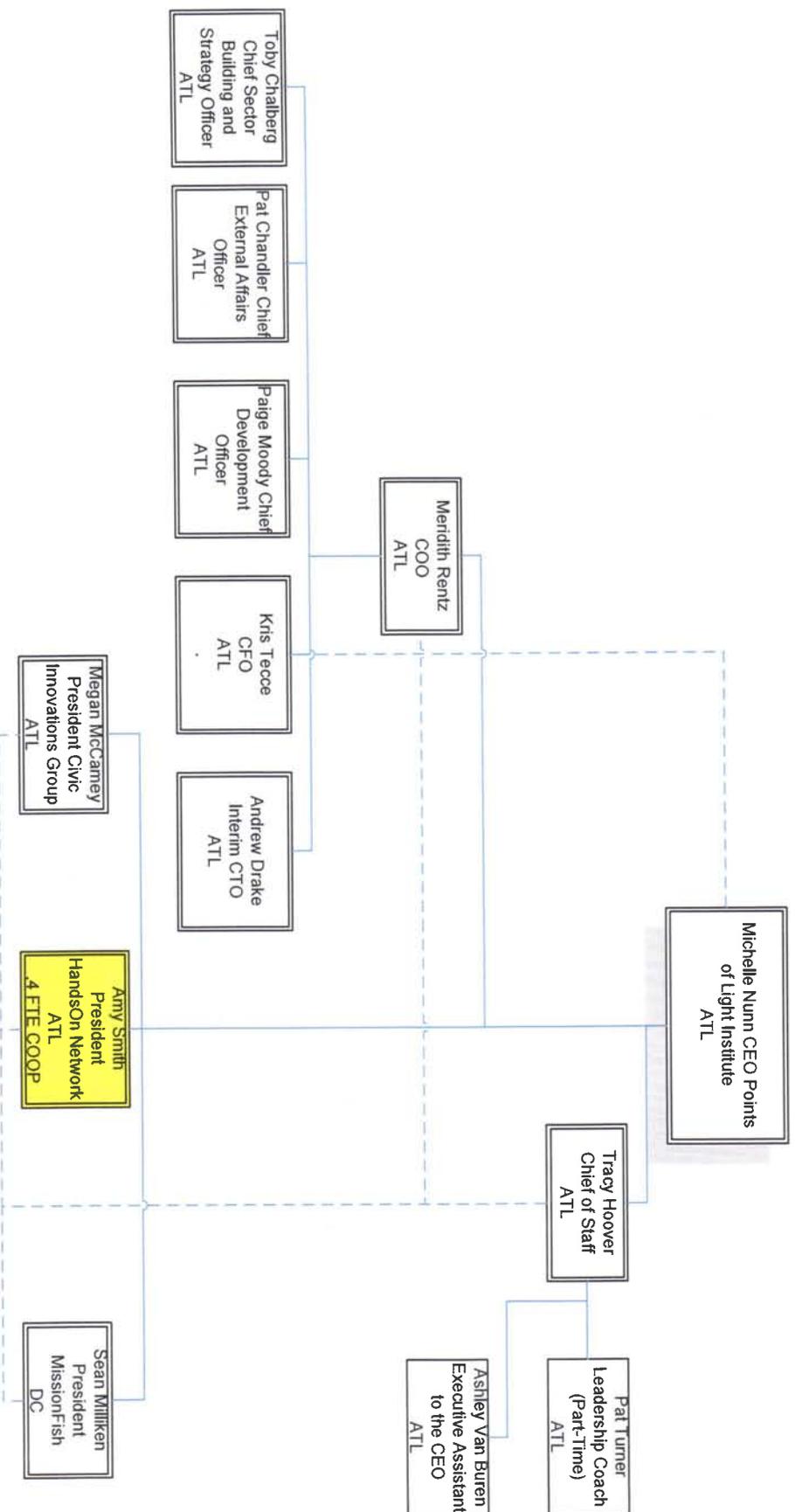
Activities & Outcomes:

- Develop and execute data syndication strategy including strategic partnerships that will push out volunteer projects to the widest possible audience AND online social networking platform engagement strategy targeting potential volunteers;
- Develop data driven volunteer acquisition AND retention strategies at the national level that can be implemented by affiliates and nonprofits at the local level through our next generation technology platform (CHAMP)EVAL - NA
- Updated National Conference on Volunteering and Service website;
- Updated HON resource center website linking to CNCS resource center functionality
- Detail technical requirements defining volunteer management related needs of multiple users groups including: Legacy 1800 Users, Legacy HOT users, Nonprofits, Faith Based, Academic, CNCS Grantees/Organizations/Affiliates.

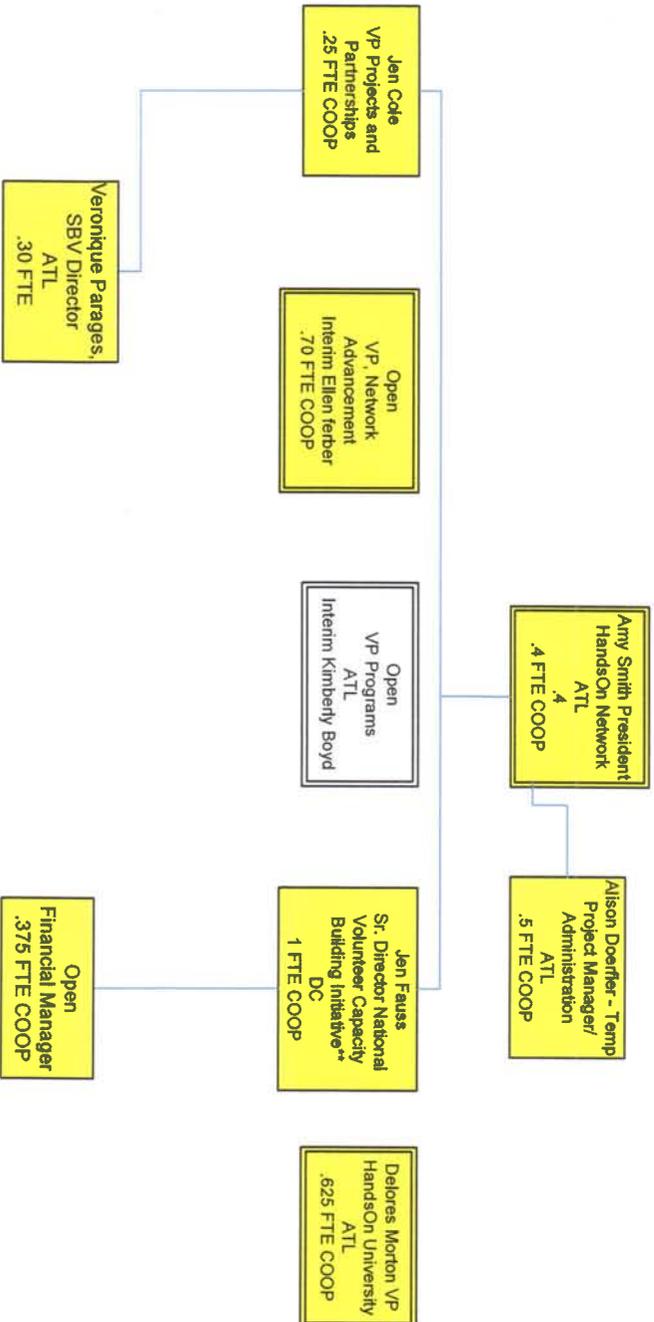
HON / COOP Org Chart Intersect

See attached organizational chart

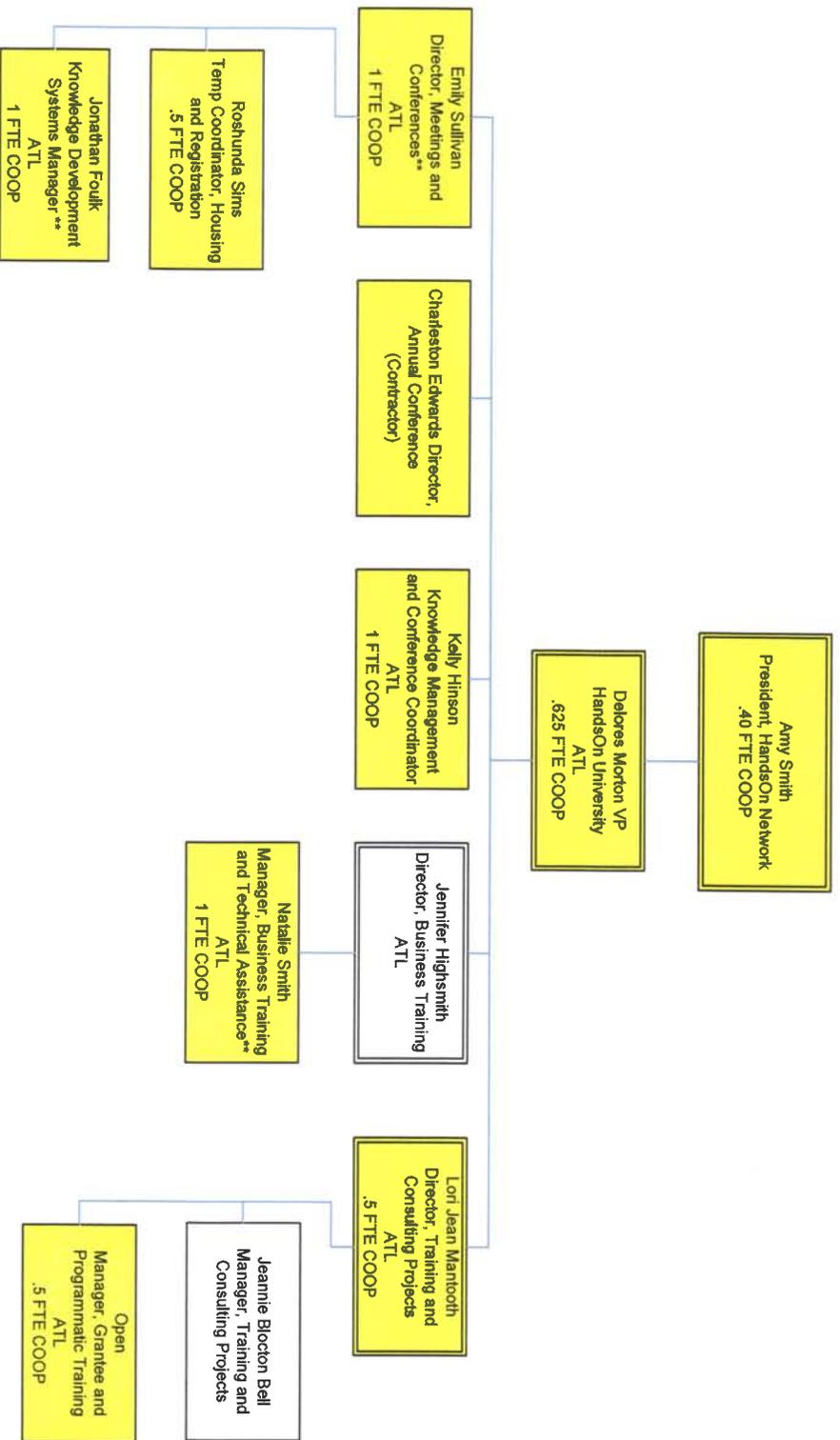
Organizational Summary



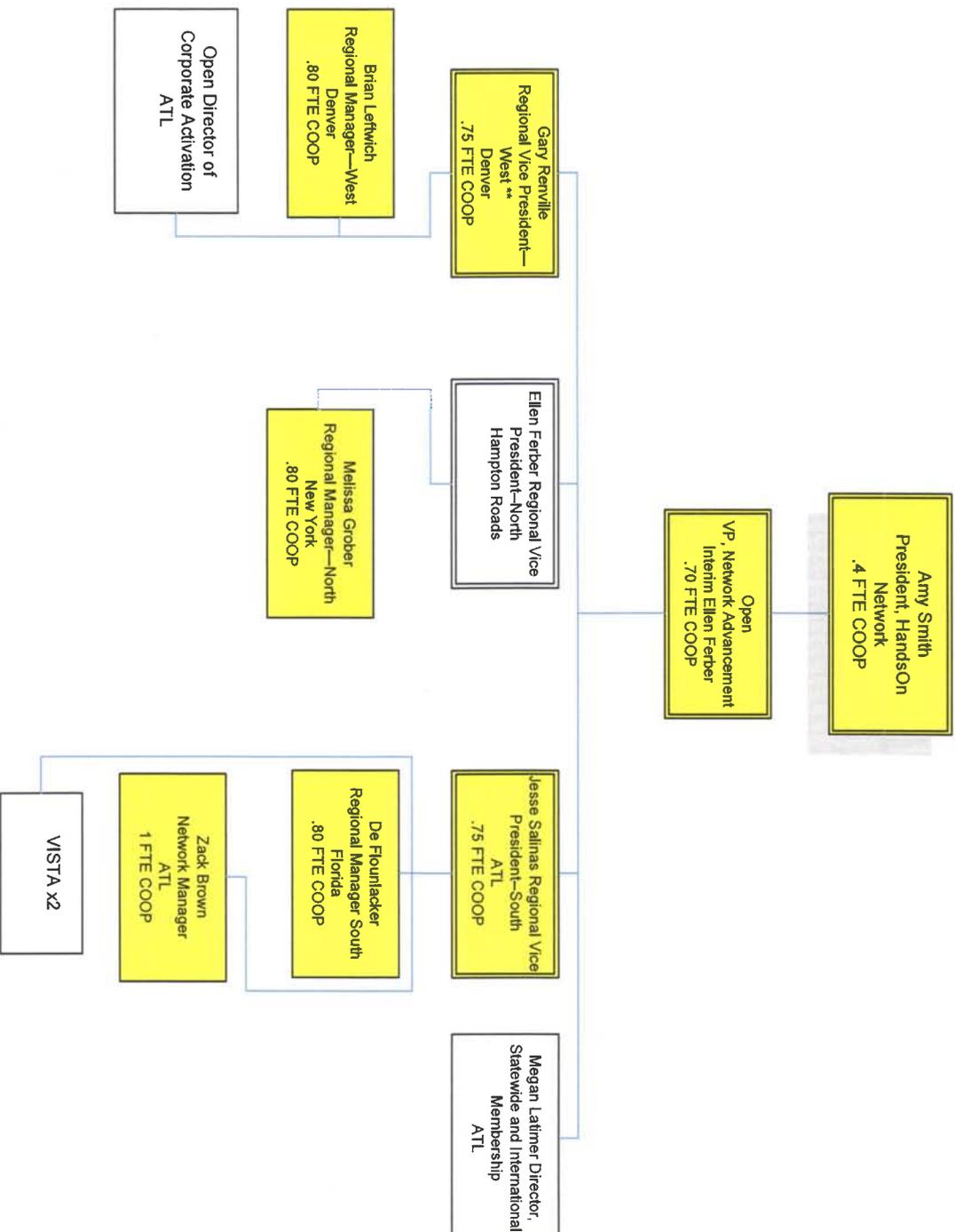
HandsOn Network Summary



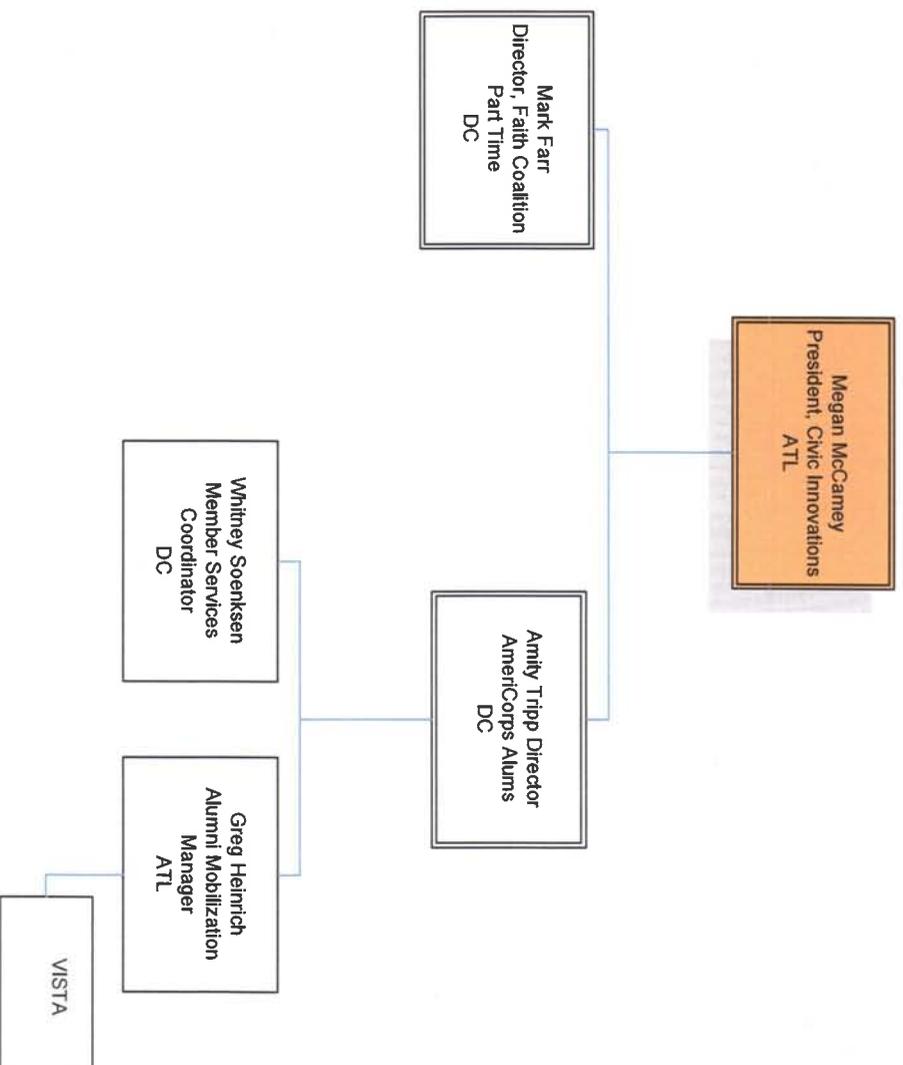
HandsOn University



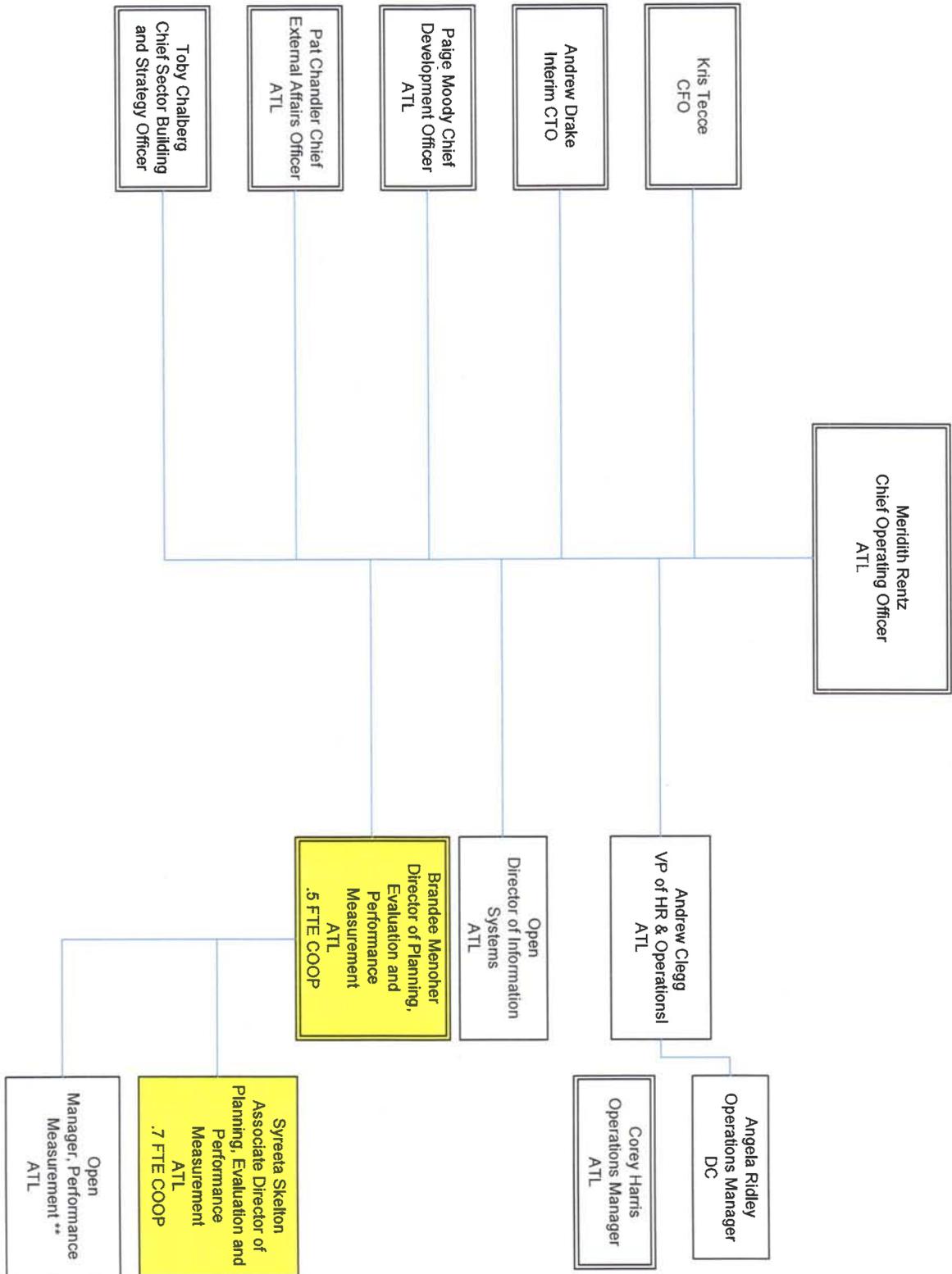
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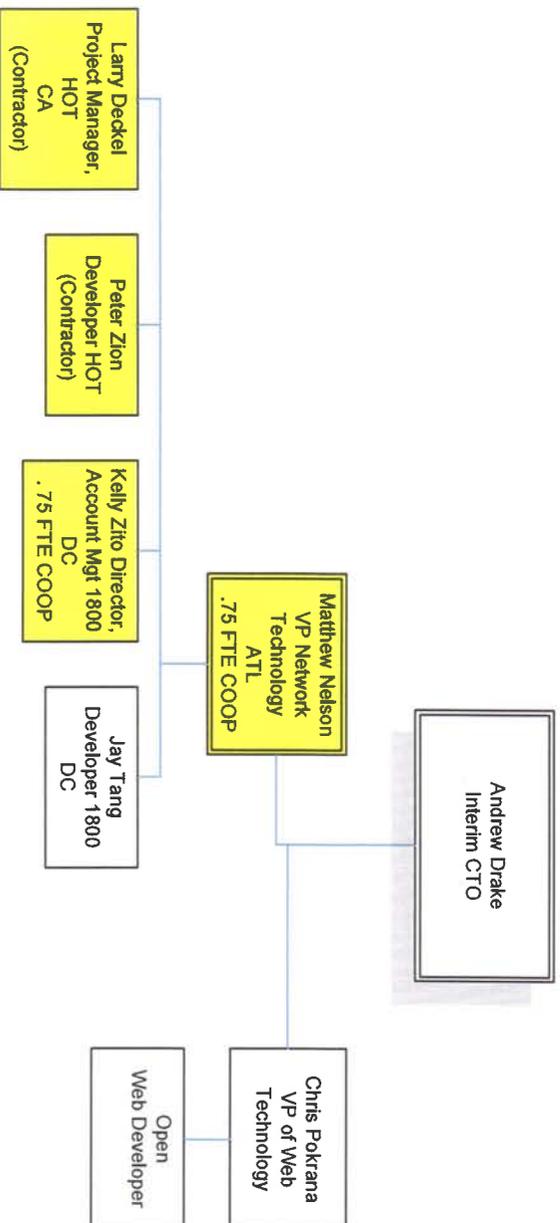
Civic Incubator



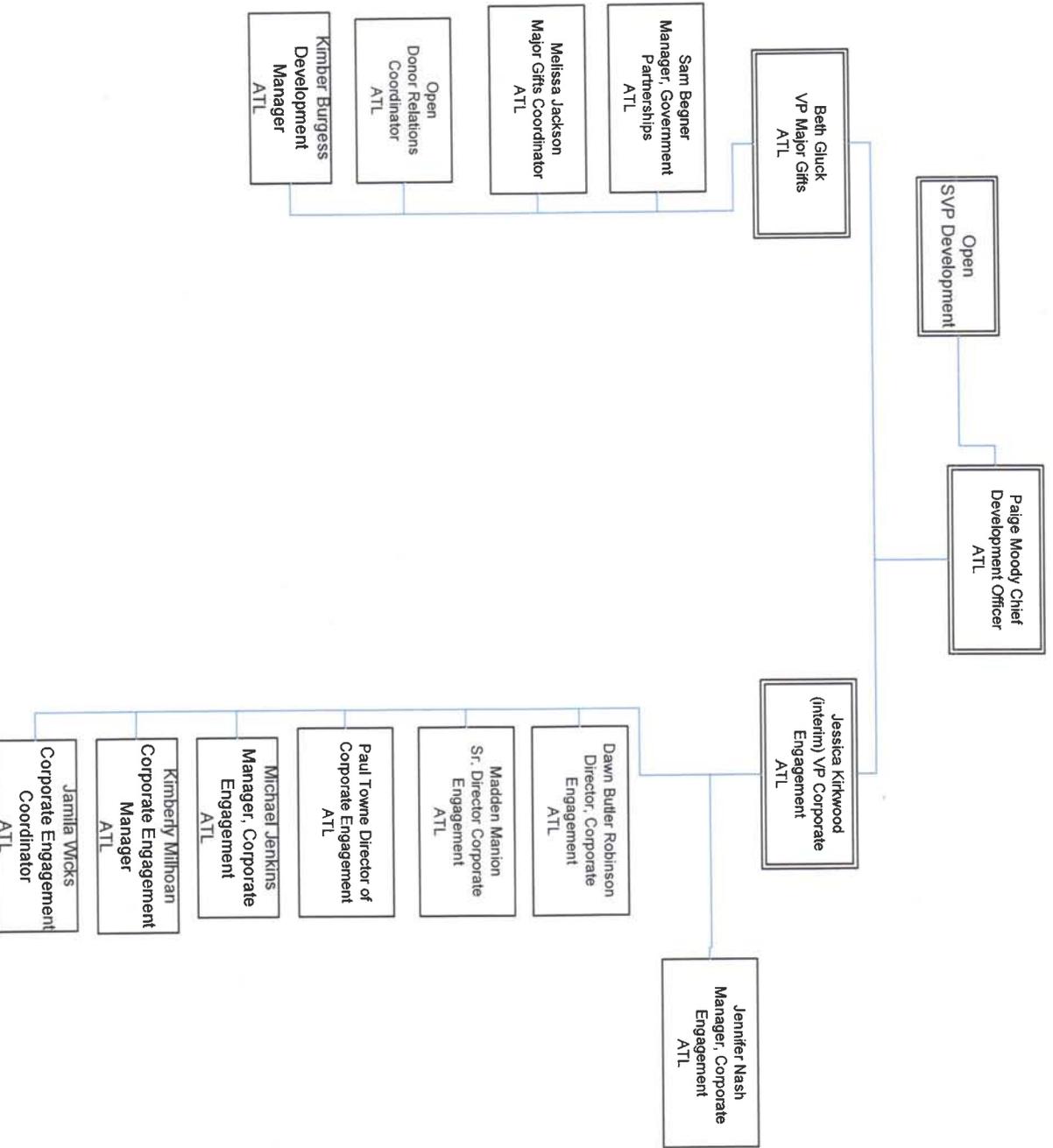
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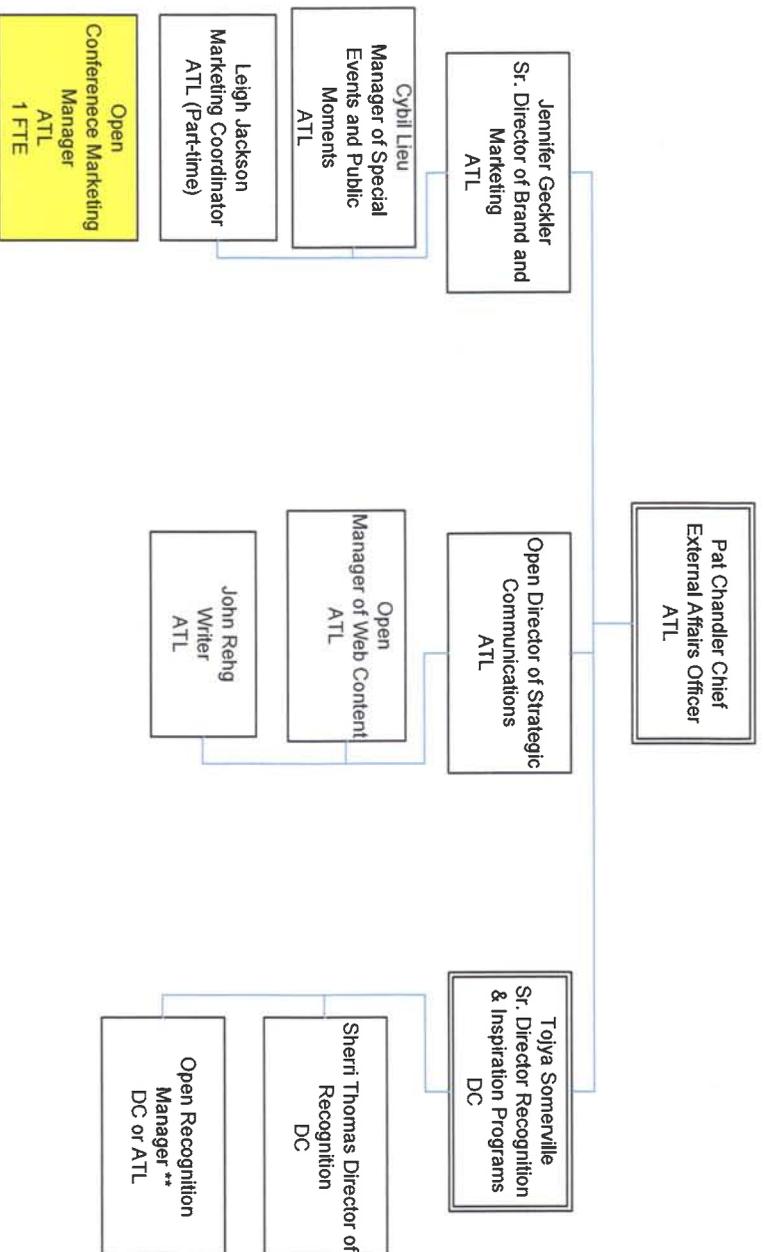
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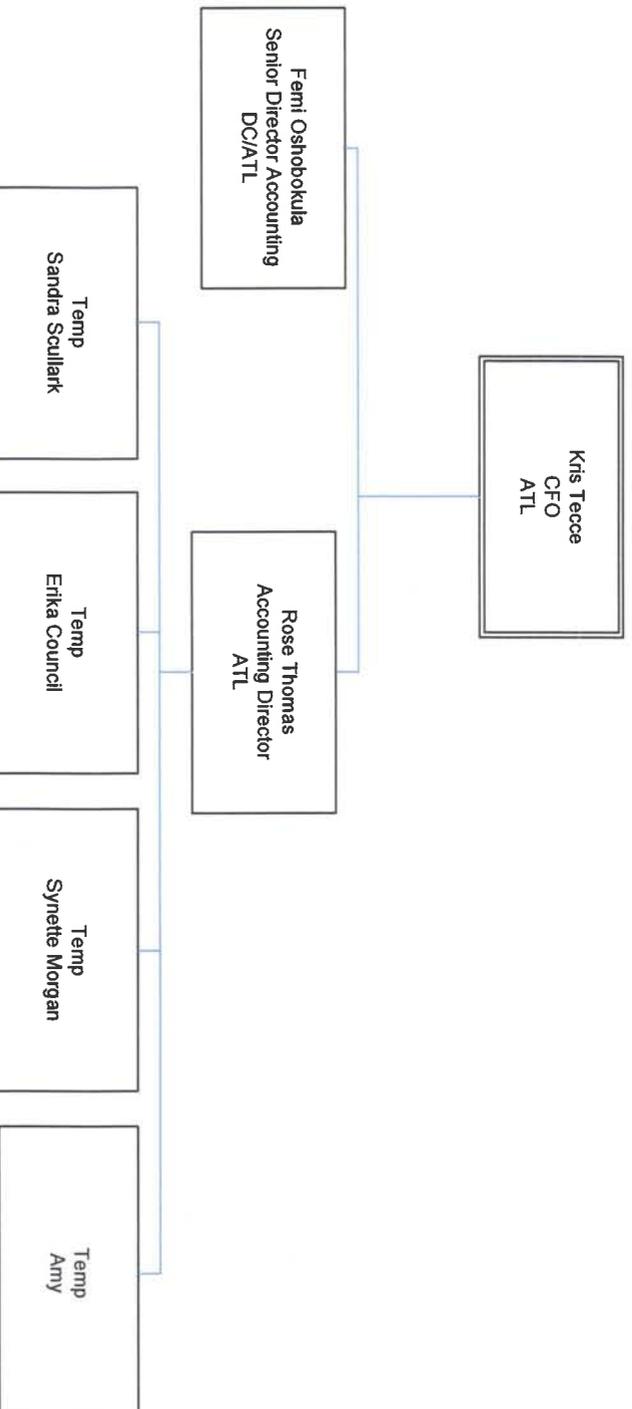
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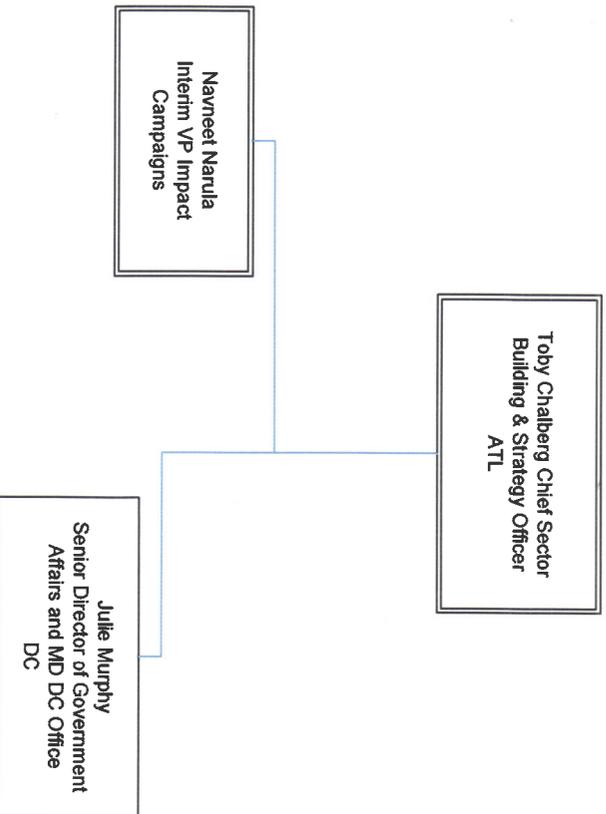
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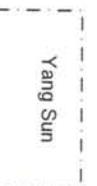
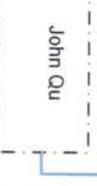
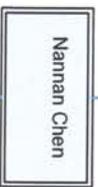
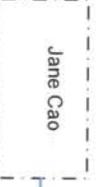
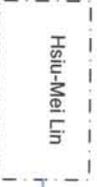
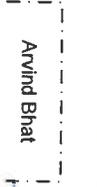
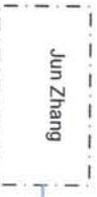
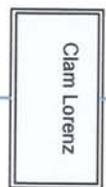


Finance



Sector Building





Denotes member of Management Team

08ERSGA001 - Index of Provision Materials

Associate Director of Sub-Grants & Accounting

Job Description

Will manage financial functions for the purpose of Points of Light Institute and its sub-grantees compliance and monitoring with state, federal and local regulations; analyze financial information for the purpose of identifying potential budget variances; compiling statistical information; developing policies and procedures; prepare and file financial reports; develop, track and review sub-grantee audit for compliance, ensure compliance with match requirements, if applicable; prepare and produce required items for auditors. Reports to VP of Finance

Qualifications

Bachelor's degree (master's degree preferred) in Accounting, Business Administration, Public Administration, or a related field, with solid course work in finance, accounting, budget analysis, or a related field, plus five years' progressive experience. Knowledge of, and familiarity with, the theory, methods, and principles of fiscal management, as well as the OMB circular of federal, state, and local laws, regulations, and requirements that govern grants and sub-grant administration. Skill in written and oral communications. Ability to explain relevant issues and to train other staff members. Ability to conduct research and collect documentation independently.

Job Description

Title of position: CEO, Points of Light Institute Inc.

(Michelle Nunn) - new add to budget.

General Description:

Serves as leader of The Points of Light Institute, providing vision, leadership and direction. Ensures that the organization advances innovative civic strategies that shape national policy, achieves impact through service and builds an engaged citizenry. As leader of the organization, the CEO serves a spokesperson and thought partner to others in the sector. S/he recruits and oversees a team of senior leaders to maintain operational excellence and financial sustainability. The CEO works closely with Chair to enable the Board to fulfill its governance function.

This position is part of the Executive office and reports to The Board of Directors. The primary focus of this position is external with particular emphasis on advocacy, fundraising and strategic positioning.

Reporting Structure:

The CEO has the following direct reports: Chief of Staff and Presidents of the following business units, Hands On Network, Mission Fish, Civic Innovations Group, S/he works in partnership with the Chief of Staff, delegating authority when necessary to ensure that the enterprise operates efficiently and effectively on a daily basis. The CEO also works closely with the CFO.

Duties & responsibilities:

Leader

- Provide insight, vision and leadership that enables the enterprise to lead and respond to opportunities within the Sector
- Advocate / promote enterprise and stakeholder change related to organization mission
- Support and motivate employees to achieve excellence in products/programs, and operations of the enterprise.
- Provide timely advice to the Board of Directors
- Provide supervision and support to direct reports
- Actively participate in identifying and generating revenue for the enterprise
- Lead the Senior Management Team in enterprise-wide strategy, problem solving and decision making

Visionary/ Information Sharer

- Model and inspire others to look to the future for change opportunities
- Actively seek opportunities to serve as national thought partner on issues of civic engagement
- Serve as national spokesperson/ambassador for organization
- Ensure that staff and Board have sufficient and up-to-date information to make decisions and take strategic action
- Provide link between Board and employees
- Provide link between POLI and the external community

Decision Maker

- Formulate policies and planning recommendations to the Board
- Decide or guide courses of action taken by Senior Management Staff
- Review and recommend annual budget for Board approval
- Make prudent decisions about, and provide guidelines for organization's resources
- Review and authorize personnel policies and procedures that conform to current laws, regulations and financial resources.

Job Description

Manager

- Maintain enterprise-wide oversight for operations of the enterprise through CHOS, COO and Senior Management Team. This includes: the design, marketing, promotion, delivery and quality of programs, products and services)
- Approve and implement the strategic goals and objectives of the enterprise

Board Developer

- Assist in the selection, evaluation and orientation of board members
- Provide process and support for board governance function
- Provide process and information for annual board evaluation of CEO

Qualifications and Education:

- Demonstrated ability to work successfully with a volunteer governing board
- Demonstrated ability to think and act strategically
- Demonstrated success with large-scale initiatives, change management and culture shifts
- Demonstrated leadership, knowledge and expertise in the field of civic engagement/voluntarism/community service
- Evidence of a bold and creative leadership style with a bias for hands-on action—capable of leading, inspiring and engaging people to produce timely, high-quality results
- Proven capacity for collaborative leadership of staff, volunteers and outside advisors
- Demonstrated ability to operate in a flexible, entrepreneurial and opportunistic environment.
- Superior communication and interpersonal skills.
- Demonstrated ability to identify and creatively solve problems
- A commitment to continuous improvement, both personal and organizational.
- A minimum of 10 years of experience as CEO with proven leadership ability desired
- Advanced degree /certificate or equivalent experience in related field preferred

Tracy Hooker
Responsibilities relative to the Cooperative Agreement

~~Shawn~~ Shawn Reifsteck, Chief of Staff

- Supervision and management of Sr. Director, Volunteer Capacity Building Initiative
- Strategic support in planning of National Conference on Volunteerism and Service
- Strategy and oversight of subgranting process, including development of criteria for selection and review and selection process
- Strategic guidance on the development of the technology whitepaper
- Provide overall integration oversight of Cooperative Agreement and integration into organizational management routines

Vacant
Doug Gledhill, COO

- Oversight of all fiscal systems and controls associated with the Cooperative Agreement, and implementation of new policies and controls associated with Cooperative Agreement implementation
- Oversight of fiscal controls across Cooperative Agreement
- Strategic support on technology ventures activities



POINTS OF LIGHT
INSTITUTE

EXECUTIVE ASSISTANT

(Ashley Van Buren) -
new add to budget.

Overview:

The Executive Assistant is responsible for the design, development and maintenance of a wide range of administrative and support services to ensure the efficiency of the CEO's role both internally and externally, supporting and reinforcing the values and of organization. This includes managing the CEO's extremely active schedule, both internal and external to the organization. The full-time position reports to the Special Advisor, Office of the CEO and is based in Atlanta.

Responsibilities:

- Act as a main point of contact for CEO, managing all communications appropriately, including telephone calls, e-mails, written and face-to-face contact.
- Update and provide appropriate documentation to the CEO for all their commitments and actions via a weekly CEO briefing binder. Includes managing the collection of pertinent data from key staff to ensure the CEO is updated on all commitments and advised of any changes.
- Arrange meetings for the CEO, frequently at high level, facilitating best use of time for all attendees. This includes arranging suitable venues, hospitality and equipment. May also include preparing agendas, recording, producing and distributing minutes and tracking follow-up actions to completion, to support the effective operation of these groups and participation as required.
- Develop intensive briefings and scheduling for travel and assisting in determine who will staff the CEO at major events. Includes organizing, and booking where necessary, all travel itineraries and accommodation requirements to ensure best use of time and budget.
- Coordinate relevant events, including sending invitations, collating RSVP's, logistics management and representing organization. This includes, but is not limited to board meetings and special funding events.
- Craft written and verbal communications with both internal and external contacts, including senior members of other organizations regarding CEO's work commitments and requirements.
- Develop and maintain an effective and up to date filing system to provide the CEO with the necessary paperwork for all meetings.
- Create and maintain a communications database for the CEO, ensuring a concise directory is available for reference/use which is accurate and up to date, guaranteeing the smooth running of all distribution materials.
- Provide comprehensive administrative support to facilitate the smooth running of the CEO's Office. Includes routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, and/or providing information to callers.
- Provide personal assistance to the CEO, as requested and required to ensure the efficiency of the CEO role both internally and externally.
- Develop close links with colleagues in a positive and professional manner to facilitate effective team work.
- Promote and present a positive image of the organization and its services.
- To establish and maintain an effective network of contacts both within and external to the organization and using this network effectively to support the work of the CEO.

- Maintain and promote a strict code of confidentiality in all business dealings.
- Other related duties as assigned.

Qualifications

The successful candidate will have experience and/or skills in the following areas:

- High level communication skills, especially in finessing external relationships
- Demonstrated assertiveness in obtaining meetings or relevant information for CEO briefings
- Excellent time management and organizational skills with ability to meet aggressive timelines
- Ability to work independently and as part of a team
- Excellent customer service skills and a diplomatic style
- Demonstrated project management skills
- Ability to take direction, prioritize and multi-task
- Strong detail orientation
- Prior scheduling experience is a plus
- Willingness to travel 10-15%
- Proficiency with technology including the Microsoft Office suite
- Bachelor's Degree preferred

Salary:

Competitive and commensurate with experience, includes excellent benefits package.

To Apply:

Send cover letter and resume to –
e-mail - Resumes@handsonnetwork.org

Fax – 404 979 2901

600 Means Street

Suite 210

Atlanta

GA 30318

Position Description
Vice President, Network & Movement Building

Position Title: Senior Vice President, Network & Movement Building

Amy Smith
(~~Robert~~)

Department: Network & Movement Building

Position Reports to: Michelle Nunn, CEO, Points of Light Institute

Position Summary:

The Senior Vice President of Network & Movement Building (N&MB) is a senior level leadership position that will provide strategic management, oversight and coordinate implementation of the Network and Movement Building Team which contains four sub-units: Affiliate Advancement, Learning and Leadership Development, Strategic Partnerships, and National Programs. Supervises more than 30 staff and manages a budget portfolio of more than \$10M including management and oversight support of the largest federal cooperative agreement made by the Corporation for National and Community Service. The SVP is a member of the executive management team and works cooperatively across the entire organization, with managers and other staff in training, affiliate advancement and network building, finance and external technology departments.

Essential Responsibilities:

- Provide management and leadership for the staff members working within the N&MB team against strategic and annual goals and objectives. Includes staff management against the COOP agreement's implementation.
- Serve as an internal and external facing leader and spokesperson for the organization to raise profile, dollars, and attention for our work.
- Coordinate implementation activities across the organization, working closely with key organizational leaders to develop implementation plans, and grant related budgets. Ability to understand and work with integrated organizational budgets.
- Monitor all programs and initiatives to ensure that deliverables are on track and aligned with organizational activities.
- Ensure that all required internal and external reporting is accurate, timely and content rich.
- Lead management routines that meet the highest threshold of management integrity, and provide oversight and monitoring to ensure this.
- Ensures that the professional and volunteer staff are effectively utilized and trained to carry out mission
- Models organizational values and provides ongoing coaching and mentorship
- Serves as a member of the executive management team to support overall strategic planning and implementation of core initiatives.
- Serves as a visible leader for the network of our HandsOn Action Centers (380+ affiliates worldwide) and other key stakeholders (non-profit partners, corporations, federal agencies, etc.)
- Provide leadership and manage Board Task Forces and working groups in order to achieve network-wide scale, connectivity and impact
- Grant Application and Review Process (GARP): Support development of subgrant strategies and implementation for grant application and review for the COOP and other grants.
- Targeted Outreach and Development of Strategic Partnerships: identify and forge partnerships that would create a multiplier effect in meeting the goals of the Agreement. These emerging or new partnerships could be in the corporate sector, in the faith based sector, through statewide entities, through municipal, county or regional government, through national nonprofit or other partners, or through institutions of higher learning.
- Ongoing administrative duties – expense sign-offs, maintenance of accurate time records, etc.

Position Qualifications and Requirements:

- Senior management experience with a minimum of 7-10 years of relevant experience
- Strong communication skills—excellent writer, active listener and creative and compelling synthesis skills;
- Superior relationship management, organizational skills, ability to multitask and attention to details.
- A proven track record of federal grants management.
- Strong financial aptitude and experience working with and managing budgets, establishing policies and implementing controls in a resource constrained environment.
- Strong commitment to professional standards
- Ability to think strategically while managing practical details
- Possess a strong combination of personal skills, some technical ability and commitment to the success of regional partnerships
- Experience leading and managing teams; some remote experience a plus
- Unwavering commitment to the value of diversity and inclusiveness in a productive and dynamic work environment that strives for optimal organizational effectiveness;
- Demonstrated experience in collaborative decision-making, a generalist approach and the ability to thrive in team-based environments;
- Strong planning and facilitation skills. Patience with process issues, internal and external meetings and with administrative detail;
- Outgoing and optimistic personality. Strong interpersonal skills to work effectively with a wide variety of people; a keen sensitivity to group dynamics and effective ways to get things done within complex settings;
- Humility and demonstrated respect toward all people and operates with humility;
- Eagerness to take risks, to advocate for unusual ideas and to learn from mistakes made along the way;
- Strong analytical thinker skilled in identifying and applying learnings and knowledge generated from internal and external work, partners and colleagues;
- Sense of humor

**POINTS OF LIGHT INSTITUTE AND HANDSON NETWORK
POSITION DESCRIPTION**

Position Title: Sr. Director, Volunteer Capacity Building Initiative

(Jennifer Faus)

Department: Cross-Functional Team

Position Reports to: *Amy Smith, Hon Pres.*
Shawn Reifsteck, Chief of Staff

This Position Description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential duties assigned by supervisors and the requirement for flexibility in helping others for the organization's overall benefit.

Position Summary:

This is a high level leadership position that will provide strategic management, oversight and coordinate implementation of the largest federal cooperative agreement made by the Corporation for National and Community Service. The goal of the agreement is to work together with the Corporation to: establish and meet the training, technical assistance, and technology needs of the volunteer connector community, build the greater impact, build the capacity of the volunteer connector organizations through targeted sub grants, deepen the impact and reach of the volunteer sector. The manager will ensure operational effectiveness, compliance and quality deliverables. The individual will work cooperatively across the entire organization, with managers and other staff in training, affiliate advancement and network building, finance and external technology departments.

Essential Responsibilities: (Those which define the major aspects of the position and help to determine the degree of success in performance.)

1. Provide overall management and leadership for the agreement's implementation.
2. Serve as the primary point of contact with the Corporation for National and Community Service.
3. Coordinate implementation activities across the organization, working closely with key organizational leaders to develop implementation plans, and grant related budgets. Ability to understand and work with integrated organizational budgets.
4. Monitor program to ensure that deliverables are on track and aligned with organizational activities.
5. Support the transition to a culture in which all management routines associated with the Cooperative Agreement meet the highest threshold of management integrity, and provide oversight and monitoring to ensure this.
6. Implement fully documented policies and internal fiscal controls, establish staff training and support.
7. Ensure that all required internal and external reporting is accurate, timely and content rich.

Position Requirements: (Specify the minimum knowledge, skills, abilities, and education necessary to execute the key responsibilities listed above.)

08ERSGA001 - Index of Provision Materials

- Minimum 5 years experience in managing Federal Grants. Experience with Corporation for National Service grants preferable.
- A proven track record of federal grants management.
- Knowledge and understanding of non-profit programming, with experience in a national organization with local affiliates.
- Strong financial aptitude and experience working with and managing budgets, establishing policies and implementing controls in a resource constrained environment.
- Sophisticated interpersonal and people management skills, including strong written and verbal communication skills.
- Analytically minded, with an ability to solve problems in a complex environment.
- An ability to grasp the big picture, while paying attention to detail.
- A passion for the value and impact of volunteering.
- Minimum education is Bachelor's Degree.

08ERSGA001 - Index of Provision Materials

Title: Vice President, Knowledge Development (Delores Morton)

Unit: Knowledge Development

Supervisor: Senior Vice President, Network & Movement Building

Term: Permanent, Full Time

Summary of Duties : The Vice President of Knowledge Development provides strategic leadership for the entire knowledge development unit so that a full continuum of services is created structured in response to customer needs (corporations, affiliates, nonprofits, government entities, national service programs and partners, and individual volunteers). The Vice President will guide the development of the overall leadership structure for the knowledge development unit, ensure alignment of services with the organizations strategic plan and initiatives and create goals and plans for quality control and financial viability of the unit. Knowledge development services provided are focused on building capacity of constituents to create transformative opportunities for individuals to engage in communities.

COOP Duties & Responsibilities (75%):

Annual Conference (25%)

- Serves as the organizational lead in the planning and convening of the National Conference on Volunteering and Service.
- Lead internal processes for the development of programmatic content for the conference with specific focus on content for corporate constituents, affiliate organizations, nonprofit community, and government volunteer programs.
- Manages the selection and convening of the national conference host committee including driving the agenda for meetings, providing guidance on the roles and responsibilities, and encouraging local ownership of conference.
- Developing an annual conference budget that ensures all anticipated expenses are captured and that adequate revenue is generated to meet these expenses.
- Supports the development team in fundraising efforts by identifying sponsorable activities, matching donors with activities/events, developing sponsor packages/proposals, participating in sponsor meetings, and ensuring that sponsor expectations are met.
- Manages the execution of all contractual agreements with various vendors and venues.
- Venue identification and selection including hotels, conference centers, and additional offsite/special event venues.
- Vendor identification and selection.
- Management of quality control for immersion learning and forum sessions.

Corporate Training & Consulting (15%)

- Provides guidance in the development of a menu of services and support to be provided to Corporate Volunteer Councils, and other networks of businesses.
- Drives the development of internal resources designed to help companies engage employees in skill based volunteer efforts.

Training & Consulting Projects (20%)

- Convening sector representatives to drive the development of an innovative training and technical assistance strategy
- Developing a menu of services for nonprofit organizations, faith based organizations, national service programs and partners, and government entities.
- Driving the development of resources, services, and training content designed to support nonprofit organizations as they engage skills based volunteers from the corporate sector.

Affiliate Training & Consulting (5%)

08ERSGA001 - Index of Provision Materials

- Driving the development of resources, services and training content designed to support affiliate organizations in concert with grantmaking
- Driving the development of systems and processes to identify, codify, and disseminate effective practices.

NON COOP Duties & Responsibilities (25%)

Strategic Direction (10%)

- Develop and implement a strategic and operational plan for the service line that addresses: organizational mission, staff development issues, customer service, quality improvement, financial performance, market assessment and analysis, human resources and information management.
- Benchmark key performance indicators and major processes in order to move towards best practices and assure consistency of these indicators across the organization.
- Align all work and resource management with the organization's mission, vision, philosophies and values, goals and strategic imperatives.
- Maintain contact with key partner agencies (CNCS, United Way, etc), intermediary organizations, and state and local officials to provide and receive information on Knowledge Development product development and delivery.
- Lead the development of organization wide recommendations on programs and policies for training and consulting initiatives.
- Work with the External Affairs staff to develop a comprehensive, marketable picture of the knowledge Development unit's continuum of services.
- Develop supportive working relationships with other unit leads executives and support staff to ensure a seamless continuum of services and avoid duplication.

Performance Management (10%)

- Identify and develop an overall leadership structure and team for the knowledge development unit. Leadership philosophies will be firmly grounded in a "team" mentality and approach.
- Manage the operations of the Knowledge Development unit and supervise the Knowledge Development staff. Evaluate staff and when applicable recommend staff for hiring, termination, or promotion.
- Develop a structure or framework that integrates constituents/customers into decision making with the unit and significantly involves them in strategic planning.
- Develop, in conjunction with the human resources staff, effective human resources management plans and strategies for the unit.
- Direct the formulation of Knowledge Development goals and direction for the unit and manage the implementation of these goals.
- Assure compliance with all external regulatory agencies and organizations for all areas of responsibility.
- Utilize continuous quality improvement philosophies, techniques and tools in all aspects of the position.

Corporate Training & Consulting (5%)

- Developing a menu of services and associated fee scale for corporate customers.
- Provides support in customer identification for fee based services.
- Manages the execution of all contractual agreements with customers and consultants.
- Manages and participates in the development of training and consulting service materials.

Emily Sullivan

Title: Director, Meetings & Conference

Unit: Knowledge Development

Supervisor: Senior Director, National Conference

Term: Full Time

COOP Duties & Responsibilities (100%):

Annual Conference & Other Convenings'

- Oversee the financial, administrative and logistical management of the conference and other related convenings.
- Work with the Knowledge Development Systems Manager to refine and implement conference vision and goals in workshop content. Develop and implement conference schedule (number of sessions and number of acceptances for each venue).
- Prepare and submit detailed budget planning and control document with Sr. Conference Director, Vice President Knowledge Development, and Chief Financial Officer. Acquire input from marketing and communications team and other area leads on estimated costs for key line items. Document all assumptions associated with each line item.
- Assures adherence to the approved budget across all areas. Ensure that all staff adheres to their area budgets and conference financial procedures.
- Attend facilitated debrief meetings following each conference in order to identify conference issues with immediate impact.
- Develop master conference timeline integrating detailed timelines submitted by Area Chairs and contractors.
- Request and collect status reports from each area lead to ensure conference planning process is on track.
- Confer with staff at a chosen event site in order to coordinate details.
- Review event bills for accuracy, and approve payment.
- Coordinate services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing and event security.
- Arrange the availability of audio-visual equipment, transportation, displays, and other event needs.
- Inspect event facilities in order to ensure that they conform to customer requirements.
- Maintain records of event aspects, including financial details.
- Negotiate contracts with such service providers and suppliers as hotels, convention centers, transportation providers, caterers, registration system providers, exhibitor services, etc.
- Evaluate and select providers of services according to conference requirements.
- Organize registration of event participants.
- Hire, train, and supervise volunteers and support staff required for events.

NON COOP Duties & Responsibilities (0%):

- This role is fully dedicated to the annual conference and other convenings related to the Cooperative Agreement.

~~Title: Senior Director, National Conference~~

Unit: Knowledge Development

Supervisor: Vice President, Knowledge Development

Term: Regular, Full Time

*moved to / always was a
contact position
wanted to offer
up / but was
declined.*

COOP Duties & Responsibilities (100%):

Pre Conference Planning and Management:

- Determine the technical, operational, and social vision for the conference. In partnership with the Corporation for National and Community Services and External Affairs team, determine theme and design (both technical and graphic) for the conference.
- Oversee the financial, administrative and logistical management of the conference.
- Adhere to the approved budget. Ensure that all staff adheres to their area budgets and conference financial procedures.
- Plan and facilitate structure and content of all conference planning meetings.
- Recruit appropriate volunteers for all committee positions.
- Manage all committee volunteers and professional management associated with the conference. Determine and communicate management structure for the conference.
- Monitor conference planning and financial progress through scheduled planning and review conference calls. Ensure history of the conference planning process is maintained through the documentation of all financial or other major decisions and the associated decision-making process as well as any changes to original assumptions.
- Work with Vice President of Knowledge Development to recruit and confirm plenary and any other invited speakers. Ensure that speakers and speaker topics are appropriate, interesting, timely, and consistent with the conference theme. Prepare plenary speakers to address the conference audience.
- Support publications schedule and coordination process in partnership with Publications Coordinator.
- Provide final review and approval for all publication, promotional, and publicity materials (including Author Kits) as well as approving print quantities.

On-Site Responsibilities:

- Act as the public face and gracious host of the conference.
- Participate in press conference and press interviews as scheduled by publicity contractor.
- Host VIPs and deal with key people.

Post-Conference Responsibilities:

- Prepare and submit a conference final report (executive summary) as directed to document decisions, activities, results of experiments, and recommendations of importance to future conference execution.

NON COOP Duties & Responsibilities (0%):

- This position is dedicated fully to the National Conference On Volunteering and Service.

08ERSGA001 - Index of Provision Materials

Title: Senior Director, Knowledge Development (Vacant) - then removed.

Unit: Knowledge Development

Supervisor: Vice President, Knowledge Development

Term: Regular, Full Time

Summary of Duties: The Senior Director of Knowledge Development is responsible for planning, developing, facilitating, and evaluating education programs for Hands On Network customers including corporations, non profits and affiliate organizations.

COOP Duties & Responsibilities (100%):

- Serves as the lead on Business Training & Consulting, Training & Consulting Projects, and Affiliate Training & Consulting services.
- Supervises the staff in the areas of Business Training & Consulting, Training & Consulting Projects, and Affiliate Training and Consulting. Evaluates staff and when applicable recommend staff for hiring, termination, or promotion.
- Develop a structure or framework that integrates constituents/customers into decision making with
- Assure compliance with all external regulatory agencies and organizations for all areas of responsibility.
- Utilize continuous quality improvement philosophies, techniques and tools in all aspects of the position.
- Directs the planning and development of all training programs including estimating costs, monitoring expenses, managing grants and other financial resources and analyzing trends and making projections for future financial requirements.
- Accountable for designing instruments to obtain participant evaluation of program content and leadership faculty performance; reviewing, and analyzing evaluation results for future program planning
- Conducts education needs assessments for specific target population; designing curriculum with appropriate planning committees; conducting planning meetings and introducing courses
- Review and advise on all Hands On Network curriculum, including format, content, delivery, and evaluation to help build exemplary curriculum;
- Identify areas of internal expertise and seek out complementary external resources as needed

NON COOP Duties & Responsibilities (0%):

Title: Director, Training & Consulting Projects (Lori Jean Mantooth)

Unit: Knowledge Development

Supervisor: Senior Director, Knowledge Development

Term: Regular, Full Time

COOP Duties & Responsibilities (60%):

- Developing and delivering a menu of services for nonprofit organizations, faith based organizations, national service programs and partners, and government entities.
- Convening sector representatives to develop an innovative training and technical assistance program with a strategic focus on engaging pro bono volunteers
- Manages the development and delivery of training and technical assistance services to national service programs to build capacity to engage volunteers
- Effective delivery of a compliment of resources, services, and training content designed to support nonprofit organizations as they engage skills based volunteers from the corporate sector.

NON COOP Duties & Responsibilities (40%):

- Manages an annual calendar of fee for service training opportunities for nonprofit organizations and faith based organizations.
- Identifies opportunities for fee based training and consulting services
- Manages the delivery of fee based consulting services to various constituencies
- Supports effective program implementation in the field by providing training and technical assistance activities associated with each program
- Manages the entire catalogue of Hands On Network copyrighted training content delivered by affiliate organizations including providing "train the trainer" certification, licensing management and quality control of use in the fields.

08ERSGA001 - Index of Provision Materials

Title: Manager, CVC & Business Services

Jennifer Highsmith

Unit: Knowledge Development

Supervisor: Director, Business Training & Consulting

Term: Regular, Full Time

Summary of Duties: The Manager of CVC & Business Services is responsible for the development and delivery of a continuum of services delivered at no fee to Corporate Volunteer Councils, business networks, and individual businesses of all sizes with a focus on helping companies to develop and deliver transformational employee volunteer engagement programs.

COOP Duties & Responsibilities (95%):

- Quality assurance of existing resources including the identification of materials/resources within the Points of Light & Hands On Network archives that should be updated and converted to electronic format for broader dissemination.
- Develops a readily accessible library of resources for companies that are at varying stages of implementing employee volunteer programs to be disseminated via The Resource Center.
- Provides remote technical assistance (phone based, web based, etc.) to networks of businesses and Corporate Volunteer Councils.
- Supports the convening of groups of businesses/companies to foster the sharing of effective practices in employee volunteering
- Identifies effective practices in employee volunteering among companies to be codified and disseminated via The Resource Center.
- Manages a calendar of of remote/distance learning opportunities for various business audiences.

Non COOP Duties & Responsibilities (5%)

- This position may require providing additional support to fee for service corporate customers including the provision of information and referral services to those customers.

Title: Manager, Knowledge Development Systems

(Jonathan Faulk)

Unit: Knowledge Development

Supervisor: Senior Director, Knowledge Development/Annual Conference

Term: Permanent, Full Time

Summary of Duties: The Manager of Knowledge Development Systems supports the annual conference by managing the content development aspect associated with the workshops and immersion learning opportunities. Additionally supports the coordination and development of learning resources that are disseminated electronically via The Resource Center.

COOP Duties & Responsibilities (95%):

- Manages the development and distribution of the annual call for presenters for the National Conference on Volunteering and Services.
- Manages the intake/receipt of submissions to determine if priority content areas are addressed and to identify potential gap areas in content for additional outreach
- Manages the process for selection of the final slate of workshops to be delivered at the National Conference on Volunteering and Service
- Works with the individual workshop presenter to ensure that content development and delivery processes are appropriate for our conference constituents/attendees
- Serves as the primary point of contact with The Resource Center staff.

NON COOP Duties & Responsibilities (5%):

- This role may include some content management for the fee for service customers available solely through VR.org

Title: Director, Affiliate Training

Vacant

Unit: Knowledge Development

Supervisor: Senior Director, Knowledge Development

Term: Regular, Full Time

Summary of Duties: The Director of Affiliate Training is responsible for developing and delivering training services to affiliate organizations. This fulltime regular position will help build the capacity of programs to improve their operations and effectively leverage and engage volunteers in service.

COOP Duties & Responsibilities (90%):

- Development and management of an annual calendar of remote/distance learning opportunities for affiliates.
- Design, develop and deploys e-learning content
- Plans, designs, and develops web-based and conference programs
- Implementation and maintenance of web based training
- Evaluates and confirms learning objectives through ongoing needs assessments and research in the national service field
- Responsible for analysis and evaluation of training materials and course effectiveness
- Develops systems for gleaning and sharing effective practices of affiliate organizations with the broader nonprofit sector.
- Adapts relevant training content developed for affiliate organizations to be more applicable to a more general audience base.

Non COOP Duties & Responsibilities (10%):

- Works closely with Leadership Faculty to guide training development and revision of training materials.
- This position includes the provision of additional training and consulting services to this audience/customer base that may be unrelated to grantmaking through this agreement.

Position Description
Vice President, Technology Ventures

Position Title: ~~Vice President (Jonathan Gibbs)~~

Department: Technology Ventures

position no longer exists / merged.

Matthew Nelson

Position Reports to: Doug Gledhill, COO

Position Summary

Lead functional requirements analysis for the products and coordinate overall timelines for product releases. The product manager should have solid experience in performing business process analysis and systems requirement analysis. The product manager will interact heavily with internal business users and external clients, understand business rules, document processes and system requirements, and institute new processes.

Primary Responsibilities:

- Establish and direct the strategic long term goals, objectives, and initiatives of technology ventures in line with the mission of the organization
- Plan and direct activities, policies and procedures for the Technology Ventures department
- Oversee all personnel including operations, marketing, and product management to ensure that timelines are met and objectives are achieved
- Conduct financial feasibility and develop proposals for new business opportunities
- Ensure that Technology Ventures department meets budgeted financial goals and objectives.
- Determine long-term system needs including software and hardware acquisitions to accomplish business objectives
- Develop new market initiatives, assess new markets, and analyze business opportunities
- Oversee licensing initiatives including negotiating contracts and initiating proposals
- Assist in the development of fundraising proposals for both the continued operations of the existing technology platforms as well as future-looking plans for technology

Position Qualifications and Requirements:

- Demonstrated success in planning and delivering software products to the market
- Expert knowledge in Internet ASP services, software development practices and procedures, eCommerce, online communities.
- 8-10 years of experience in product management.
- Nonprofit experience a plus
- Must have experience supporting high volume, large scale, 24x7 web-based business
- Experience managing a high-volume, high-availability, web application including a solid understanding of fundamental concepts of hardware and software architecture
- Strong communication and presentation skills – clear/concise; ability to summarize into clear message.

**Position Description
Account Manager**

Position Title: User Support Manager (Ruhi Doss/ Kelly Valente)

Department: Technology Ventures

Position Reports to: Jonathan Gibbs, VP Technology Ventures

Position Summary

The Account Manager serves as the primary link between customers and the Technology Ventures business unit and ensures timely delivery of service and support. The account manager focuses on direct support and follow-up with customers as well as recommendations for product and process improvements.

Primary Responsibilities:

- Maintain relationships and favorable contacts with current and potential customers.
- Move new customers through the account setup and activation process by coordinating with training, marketing, and technical development as needed.
- Understand customer needs and work to meet those needs; ensures that organizational goods or services consistently meet client needs.
- Handle complex or high value customers to ensure that their experience with the system and service is outstanding.
- Resolve customer issues/problems, respond to customer inquiries regarding orders, billing inquiries and technical problem notifications
- Review and research requests, contacts customers to clarify request, ensuring all necessary information is included and route requests to the appropriate department.
- Document customer trouble reports in trouble ticketing system and escalate according to established standard operating procedures.
- Ensure that customers are retained, satisfied, and that their needs are fulfilled.
- Recommend changes to website, products, or services to fulfill customer needs.
- Recommend changes to training materials as documents to meet customer expectations.
- Supports products and services through email support, desktop support, and telephone support.
- Serve as first level escalation for customer service related issues from other account managers
- Take team lead role within the account managers
- Other duties as requested

Position Qualifications and Requirements:

- 5-7 years experience or combination of education and experience in a sales support or customer support role within a technology organizations.
- Strong knowledge of the Internet and web-based applications.
- Ability to handle multiple tasks.
- Excellent written and oral communication, interpersonal skills.
- Ability to see the big picture and work to achieve through strong customer service.
- Advanced knowledge of MS Word, Outlook, Excel, PowerPoint and Visio.
- Availability for escalations during non-normal business hours if required.
- Proficiency with Salesforce.com CRM application a huge plus.

**Position Description
Product Manager**

Position Title: ~~Product Manager (Matthew Nelson)~~

No longer exists / vacant

Department: Technology Ventures

Position Reports to: Jonathan Gibbs, VP Technology Ventures

Position Summary

Lead functional requirements analysis for the products and coordinate overall timelines for product releases. The product manager should have solid experience in performing business process analysis and systems requirement analysis. The product manager will interact heavily with internal business users and external clients, understand business rules, document processes and system requirements, and institute new processes.

Primary Responsibilities:

- Identify Web 2.0 Partnership prospects and trends that will leverage the application of our core knowledge about volunteer engagement (project mgmt, volunteer mgmt, civic transcript) and expand the reach of our volunteer projects.
- Establish and cultivate relationships with "best in breed" social networking platforms that support volunteer acquisition.
- Develop and execute Project Syndication Strategy
- Develop and execute strategies to stimulate new ideas in the sector and web 2.0 space that support volunteer acquisition.
- Develop and execute "Widget Strategy" that encompasses widgets/tools that tie into our aggregated database of volunteer opportunities/ volunteer profiles and provide specific areas of functionality including: Social Action Profile, Project Management, Project Connection, Volunteer Leadership.
- Lead projects and coordinate with functional heads (training, customer service, marketing) to ensure product launches have adequate promotion, documentation, and support plans
- Gather, analyze and negotiate directly with internal business users and external clients to generate product requirements documents
- Review design specifications and test cases to ensure that they adhere to functional specifications
- Evaluate and prioritize incoming feedback from internal and external customers in the form of improvement of feature requests
- Translate incoming feature requests into business requirements and develop plans for rolling out new features in interim releases
- Explore Joint Venture / Partnership with external technology providers to determine best long-term platform for affiliates

Position Qualifications and Requirements:

- Demonstrated success in managing and delivering Internet software products to the market
- Thorough understanding of entire development processing, including specification, documentation, and quality assurance
- Demonstrated experience with analysis techniques, such as Use Case Analysis, Precision Questioning, Context Analysis techniques and UML
- Strong background in application product development; intermediate to expert level of understanding and working knowledge of internet infrastructure, online technologies, system requirements, data models, application architecture, lifecycle development, process workflow, use case scenarios and systems, and business process modeling

Position Description
Director of Operations

Position Title: Director of Operations (Pam Chudzik) - moved to contractor

Department: Technology Ventures

Position Reports to: *Matthew Nelson*
~~Jonathan Gibbs~~, VP Technology Ventures

Position Summary

The Director of Operations for Technology Ventures will play an integral and highly visible role in creating operational and strategic processes for client services. He/she will be responsible for executing the processes and managing regular client services activities as well as planning for future developments which impact clients. Oversight of day to day operations including customer service, billing, invoicing, and collections.

Responsibilities

- Design and implement operational procedures and policies
- Establish procedures and policies governing customer correspondence and the handling of customer complaints
- Manage ongoing customer service including web-based, phone, and email support
- Serve as escalation for customer service related issues
- Supports and administers applications, such as CRM systems, used in customer support
- Develop high-quality training processes and materials to assist customers in using the 1-800-Volunteer web and phone systems
- Participate in product strategy, providing recommendations on product and feature requests from the field
- Manage customer service representatives and training personnel and assist with personnel decisions
- Manage invoicing, billing, and collections process to ensure timely payment for services
- Ensure an affiliate customer satisfaction rating of 80% or better for current customers of both HOT and 1-800-Volunteer.org
- Collect 90% or more of outstanding account receivables to ensure that revenue target actuals are met
- Integrate HOT and 1-800 customer billing / invoicing operations to reduce cost and administrative overhead
- Cross-train all staff on both HOT and 1-800 products to ensure timely and thorough support with backup coverage

Required Skills

- Outstanding interpersonal skills, ability to build rapport with key clients
- Excellent written and oral communication
- Strong team building skills and ability to mediate in customer related issues
- Advanced problem solving ability
- Process-oriented with ability to create strong operational policies and procedures
- Ability to see the big picture and work to achieve through strong customer service
- Availability for escalations during non-normal business hours if required

Position Description
Support Engineer / Technical Developer

Position Title: Support Engineer / Technical Developer (Peter Zion, Alfredo Boccialandro, Keaughn Carver/ Mac Lu)

Department: Technology Ventures

↳ contractors

Position Reports to: Jonathan Gibbs, VP Technology Ventures

Position Summary

PHP/MySQL Developer who thrives in a start-up environment to provide System/Production support for an innovative web application designed to connect volunteers with opportunities to serve. The developer will be responsible for analyzing system issues, investigating causes, and implementing solutions. The developer will report to the VP, Technology Ventures and will have broad exposure to all aspects of the application development and support.

Primary Responsibilities:

- Investigate customer issues related to the application and database to determine the cause of system anomalies or faults
- Interface with customer support team and occasionally directly with customers to gather information and troubleshoot application anomalies or fault
- Perform coding tasks to implement solutions to customer issues and feature request improvements as requested
- Work with other developers to perform coding tasks as necessary
- Provide scoping of time and resources on solutions for customer issues and feature request improvements
- Stay informed of technology trends affecting the specific hardware and software
- Research integrated COTS software systems to identify problems and interface with various vendors in to assist in the development of solutions
- Communicate technical issues to the business team and develop mitigation strategies

Position Qualifications and Requirements:

- Solid approach to troubleshooting, and dedication to identify a problem, determine the cause, work through to a complete resolution
- Strong communication and presentation skills – clear / concise; ability to summarize complex ideas into clear simple message
- Solid knowledge and experience with PHP, MySQL, SQL, Apache, Linux
- Additional experience with J2EE a huge plus including Java, J2EE, EJB, JSP, JDBC, and Struts
- Working knowledge of Linux and Apache configuration
- Experience with design, integration and implementation of significant GUI-oriented software products
- Skills in writing procedural / informational technical documents
- Experience working in high availability, high volume Web based environments is a plus

Position Description
Vice President, Affiliate Advancement

Position Title: Vice President, Affiliate Advancement (Lisa Flick)

Vacant

Elken Ferber
is acting/
interim

Department: Affiliate Advancement

Position Reports to: Amy Smith, SVP, Network & Movement Building

Position Summary

The VP of Affiliate Advancement serves as the team leader for the Affiliate Advancement Department. This position provides organizational leadership for key affiliate related goals related to our overall vision and strategy of creating a strong federated network that is the foundation of a vibrant civic infrastructure. Position responsibilities include: management for a team of eight FTEs and AmeriCorps members; facilitation of a shared leadership process with Affiliates to fulfill our affiliation and membership goals; liaise with affiliate network, state-wide infrastructure for ongoing relationship creation and management in a customer intimate framework; serving as lead for internal integration efforts (branding; acting as a member of the POLI&HON leadership team; providing leadership for fundraising to build the capacity of the network through corporate, foundation and federal funds. Serves a main leader for administration of federal grants and cooperative agreements through direct accountabilities and staff management. Additional responsibilities include acting as a spokesperson for the organization and maintaining a high level of leadership standard to serve as a organization value model for the staff and affiliates.

Essential Responsibilities:

Staff Management and Leadership

- Oversight of a team of eight inclusive of national service members and volunteers. Provide regular management routines, performance evaluations, and ongoing coaching and feedback to ensure highest levels of performance.
- Ensures that the professional and volunteer staff are effectively utilized and trained to carry out mission
- Models organizational values and provides ongoing coaching and mentorship
- Serves as a member of the organizational leadership team to support overall strategic planning and implementation of core initiatives.

Affiliate Support and Development

- Serves as the visible leader for the network of our HandsOn Action Centers (380+ affiliates worldwide).
- Ensure organizational compliance with membership agreement and other standards of compliance for subgrantees
- Provide leadership and manage Board/Affiliate Task Forces and working groups in order to achieve network-wide scale, connectivity and impact
- Support the creation of sub grant strategies and monitoring of Affiliate grantees for the successful completion of grant requirements (program, corporate, federal, etc.)

Affiliate Subgrant Process Management

- Grant Application and Review Process (GARP): Support development of subgrant strategy and implementation for grant application and review.
- Design and Administration of Subgranting Process: Support development of internal infrastructure for subgrant management as well as oversight and management of subgrantee relationships and deliverables.

Subgrantee T & TA

- Supervise the Regional Vice Presidents who are the primary point of contact and relationship managers with subgrantees as well as other HandsOn Action Centers in the Network. AA Team responsible for creating an individual development plan for each subgrantee addressing both programmatic outcomes as well as financial/grant management corrective action or areas for improvement.

Membership

- Drive Membership including outreach and membership sales and achievement of annual and strategic goals related to network.
- Drive the strategy as it relates to new models of membership including; programs of, statewide models and international efforts

National Program Management Technical Assistance

- Support the implementation of national programs and signature days of service through the coordination and collaboration between internal departments responsible for strategy and execution (development, programs, technology, etc.)
- Support for network-wide initiatives facilitated with affiliates - Month of Service, Corporate Service Council, national partnership development, and ad hoc initiative development
- Support HandsOn Network events including national conference, Regional Gatherings task force meetings, etc.

National Conference and Stakeholder Gatherings (T & TA)

- Lead team to develop relevant learning content that is driven and led by subject matter experts as well as Network leaders that have demonstrated success and efficacy in practices and programs.
- Lead team to organize regional gatherings of HandsOn Action Centers and other volunteer connector organizations, the preconference, held at National Conference each year for HandsOn Action Centers, and other ad-hoc gatherings of key stakeholders to continuously inform and improve best practices as well as to bring innovative solutions to scale.

Replication and Scaling Best Practices/Innovation to Advantage the Public Domain

- Lead the Affiliate Advancement staff to continuously seeking out best practices and innovation to bring to the Network as well as the public domain.

Reporting and Evaluation

- Works closely with the Evaluation and Performance Measurement Team to determine appropriate standards for performance, to reinforce and guide Affiliates and subgrantees in the critical metrics associated with their activities, and to monitor and support each subgrantee in the development and execution of their evaluation strategies and plans.

Engaging the Corporate Sector

- Work closely with all internal teams and HandsOn Action Centers to forge successful, scaleable partnerships that activate and engage corporate volunteers and that foster sustainable and ongoing service.
- Leverage new relationships from the corporate sector

Targeted Outreach and Development of Strategic Partnerships

- Affiliate Advancement staff associated with the Cooperative Agreement are uniquely situated to identify and forge partnerships that would create a multiplier effect in meeting the goals of the Agreement. These emerging or new partnerships could be in the corporate sector, in the faith based sector, through statewide entities, through

08ERSGA001 - Index of Provision Materials

- municipal, county or regional government, through national nonprofit or other partners, or through institutions of higher learning.
- Establish & maintain relationships with new and ongoing strategic partners
- Participate in strategic planning efforts and setting strategic direction nationally

National Brand Alignment

- Support HandsOn Network brand alignment at the local level
- Represent HandsOn Network via conference attendance, speaking engagements and general relationship building

Administrative Duties

- Responsible for administrative duties (check requests, timesheets, etc.)
- Other duties as assigned

Position Qualifications and Requirements:

- Senior management experience with a minimum of 7-10 years of relevant experience in an affiliate environment at either national or local level
- Strong understanding of affiliate models, national program implementation and affiliate relationship management
- Strong communication skills—excellent writer, active listener and creative and compelling synthesis skills;
- Superior relationship management, organizational skills, ability to multitask and attention to details.
- Strong commitment to professional standards
- Ability to think strategically while managing practical details
- Possess a strong combination of personal skills, some technical ability and commitment to the success of regional partnerships
- Experience leading and managing teams; some remote experience a plus
- Unwavering commitment to the value of diversity and inclusiveness in a productive and dynamic work environment that strives for optimal organizational effectiveness;
- Demonstrated experience in collaborative decision-making, a generalist approach and the ability to thrive in team-based environments;
- Strong planning and facilitation skills. Patience with process issues, internal and external meetings and with administrative detail;
- Outgoing and optimistic personality. Strong interpersonal skills to work effectively with a wide variety of people; a keen sensitivity to group dynamics and effective ways to get things done within complex settings;
- Humility and demonstrated respect toward all people and operates with humility;
- Eagerness to take risks, to advocate for unusual ideas and to learn from mistakes made along the way;
- Strong analytical thinker skilled in identifying and applying learnings and knowledge generated from internal and external work, partners and colleagues;
- Sense of humor

Position Description
Regional Vice President, Western Region
North & South.

Position Title: Regional Vice President, Western Region (Ellen Ferber, Jesse Salinas, Vacant)

Department: Affiliate Advancement

Position Reports to: Lisa Flick, VP Affiliate Advancement

Position Summary

The Regional Vice President (RVP) is a member of HandsOn Network's Affiliate Advancement Department, which comprised of a team of eight full time staff (inclusive of two other RVPs) and AmeriCorps Service members with primary responsibility for a portfolio of relationships with our 380 affiliated organizations (HandsOn Action Centers). These roles are both internal and external facing, and dedicated to building capacity and providing technical assistance to existing and emerging HandsOn Action Centers and other volunteer connector hubs.

The Regional Vice President establishes mutually reinforcing value between HandsOn Network and it's Affiliates by creating high-touch relationships that foster alignment, innovation and connection across the network. The Regional Vice President brings vision and relevance to national organization's initiatives by cultivating shared leadership, partnership and participation of high performing affiliates. This alignment yields a strong, federated network of linked action centers, maximizes the shared value proposition with corporate and community partners, and scales innovative solutions to fuel the organization's cross-sector movement-building promise.

In order to realize network potential and ensure high touch with Affiliates, the Regional Vice President is expected to travel to cultivate and leverage affiliate participation and to assure high quality of national brand in the delivery of products, goods, services and initiatives that demonstrate the value of the branded model of service. Regional Vice Presidents are required to travel to support duties of the position 50-60% of the time. Regional Vice Presidents also play a critical capacity building and technical assistance role by fostering low cost, high impact investments in peer to peer learning, subgrantee monitoring and compliance; elevating, replicating and scaling innovation; leveraging and cultivating corporate partners, and to explore sustainable funding opportunities for both affiliates and national organization.

The Regional Vice President supports goals across the Affiliate Advancement Department and other departments to achieve mission-critical strategic goals of the organization. The Regional Vice President also has primary responsibility for living the organization's values by creating and leveraging high-touch, customer intimate experience through successful annual gatherings, and strong, relevant offerings in the affiliate track of annual conference in through other trainings.

Essential Responsibilities:

Affiliate Support and Development

- Implement nationally developed training, technical assistance, and consulting strategies for affiliates in the region with specific focus on helping affiliates to achieve impact.
- Conduct regular affiliate site visits and site monitoring calls
- Ensure organizational compliance with membership agreement and other standards of compliance for subgrantees

08ERSGA001 - Index of Provision Materials

- Provide leadership and manage Affiliate Task Forces and working groups in order to achieve network-wide scale, connectivity and impact
- Support Affiliate grantees for the successful completion of grant requirements (program, corporate, federal, etc.)

Affiliate Subgrant Process Management

- Grant Application and Review Process (GARP): Support development of subgrant strategy and implementation for grant application and review.
- Design and Administration of Subgranting Process: Support development of internal infrastructure for subgrant management as well as oversight and management of subgrantee relationships and deliverables.

Subgrantee T & TA

- Regional Vice Presidents and Regional Managers are the primary point of contact and relationship managers with subgrantees as well as other HandsOn Action Centers in the Network.
- AA will identify the specific areas that emerge in their oversight and capacity building role with each subgrantee.
- The RVP and RM will be responsible for creating an individual development plan for each subgrantee addressing both programmatic outcomes as well as financial/grant management corrective action or areas for improvement.
- RVP responsible for collaborative work with the Learning and Leadership Team to inform content for curriculum development, webinars and resources and material that will result in improved performance in both programmatic and grant management areas associated with each subgrant.

Membership

- Drive Membership including outreach and membership sales, conducting initial site visits and new member readiness
- Monitor the progress of new member organizations in region to ensure effective implementation of programming and practices including; providing technical assistance and supporting training programs
- Drive the strategy as it relates to new models of membership including; programs of, statewide models and international efforts

National Program Management Technical Assistance

- Support the implementation of national programs and signature days of service within assigned region including; HandsOn Schools, AmeriCorps/VISTA National Service, AmeriCorps Alumni, MLK Day, etc.
- Support for network-wide initiatives facilitated with affiliates - Month of Service, Corporate Service Council, national partnership development, and ad hoc initiative development
- Support HandsOn Network events including national conference, Regional Gatherings task force meetings, etc.

National Conference and Stakeholder Gatherings (T & TA)

- RVP partners with the Learning and Leadership Team in developing relevant learning content that is driven and led by subject matter experts as well as Network leaders that have demonstrated success and efficacy in practices and programs.
- RVP is responsible for organizing regional gatherings of HandsOn Action Centers and other volunteer connector organizations, the preconference, held at National Conference each year for HandsOn Action Centers, and other ad-hoc gatherings of key stakeholders to continuously inform and improve best practices as well as to bring innovative solutions to scale.

08ERSGA001 - Index of Provision Materials

Technology

- RVP is responsible for integrating feedback and input from HandsOn Action Centers and other volunteer connectors into the national conversation to determine the direction on both developing a technology platform as well as for iterating the key requirements of a social media strategy.

Replication and Scaling Best Practices/Innovation to Advantage the Public Domain

- Affiliate Advancement staff is in a unique position in their role as primary relationship managers to a relatively small portfolio of HandsOn Action Centers and other volunteer connector organizations, including Statewide Volunteer Center Associations and State Commissions. As such, they are continuously seeking out best practices and innovation to bring to the Network as well as the public domain.
- As new and emerging practices emerge, RVPs are uniquely situated to initiate replication and scaling protocols to fully leverage and catalogue these practices to advantage the public domain.

Reporting and Evaluation

- Oversee individual Affiliates and subgrantees in their portfolio to assure reporting is timely and accurate, and to offer ongoing formal and informal technical assistance to improve subgrantee performance and impact.
- Works closely with the Evaluation and Performance Measurement Team to determine appropriate standards for performance, to reinforce and guide Affiliates and subgrantees in the critical metrics associated with their activities, and to monitor and support each subgrantee in the development and execution of their evaluation strategies and plans.

Engaging the Corporate Sector

- RVPs work closely with subgrantees and other HandsOn Action Centers to forge successful, scaleable partnerships that activate and engage corporate volunteers and that foster sustainable and ongoing service.
- Provide technical assistance to subgrantees to successfully activate local partnerships with corporate partners to meet the goals of engaging new volunteers, retaining volunteers and engaging skilled volunteers.

Targeted Outreach and Development of Strategic Partnerships

- Affiliate Advancement staff associated with the Cooperative Agreement are uniquely situated to identify and forge partnerships that would create a multiplier effect in meeting the goals of the Agreement. These emerging or new partnerships could be in the corporate sector, in the faith based sector, through statewide entities, through municipal, county or regional government, through national nonprofit or other partners, or through institutions of higher learning.
- Establish & maintain relationships with new and ongoing strategic partners
- Participate in strategic planning efforts and setting strategic direction nationally

National Brand Alignment

- Support HandsOn Network brand alignment at the local level through the dissemination of brand assets
- Represent HandsOn Network via conference attendance, speaking engagements and general relationship building

Staff Management and Administrative Duties

- The RVP will have one regional manager and possibly AmeriCorps members and other volunteers reporting to him/her.
- Ongoing delegation of appropriate tasks and regular feedback on performance to ensure highest degree of excellence

08ERSGA001 - Index of Provision Materials

- Ensures that the professional and volunteer staff are effectively utilized and trained to carry out mission
- Models organizational values and provides ongoing coaching and mentorship
- Provides opportunities for staff professional development and training
- Responsible for administrative duties (check requests, timesheets, etc.)
- Other duties as assigned

Position Qualifications and Requirements:

- Senior management experience; preferable Associate and Executive Director level.
- A minimum of 7-10 years of relevant experience in an affiliate environment at either national or local level
- Strong understanding of affiliate models, national program implementation and affiliate relationship management
- Strong communication skills—excellent writer, active listener and creative and compelling synthesis skills;
- Superior relationship management, organizational skills, ability to multitask and attention to details.
- Strong commitment to professional standards
- Ability to think strategically while managing practical details
- Possess a strong combination of personal skills, some technical ability and commitment to the success of regional partnerships
- Experience leading and managing teams; some remote experience a plus
- Unwavering commitment to the value of diversity and inclusiveness in a productive and dynamic work environment that strives for optimal organizational effectiveness;
- Demonstrated experience in collaborative decision-making, a generalist approach and the ability to thrive in team-based environments;
- Strong planning and facilitation skills. Patience with process issues, internal and external meetings and with administrative detail;
- Outgoing and optimistic personality. Strong interpersonal skills to work effectively with a wide variety of people; a keen sensitivity to group dynamics and effective ways to get things done within complex settings;
- Humility and demonstrated respect toward all people and operates with humility;
- Eagerness to take risks, to advocate for unusual ideas and to learn from mistakes made along the way;
- Strong analytical thinker skilled in identifying and applying learnings and knowledge generated from internal and external work, partners and colleagues;
- Sense of humor;
- 50-60% travel required
- This is a full time, salaried position located in a regionally based location (preferably West of the Mississippi)

Position Description

Director, Statewide Activation, Membership, and Emerging Connectors

Position Title: Director, Statewide Activation, Membership, and Emerging Connectors

Department: Affiliate Advancement

(Megan Ramirez)

Position Reports to: VP, Affiliate Advancement

Position Summary

The Director, Statewide Activation, Membership, and Emerging Connectors is a member of HandsOn Network's Affiliate Advancement Department, which comprised of a team of eight full time staff, inclusive of three Regional Vice Presidents, and AmeriCorps Service members with primary responsibility for a portfolio of relationships with our 380 affiliated organizations (HandsOn Action Centers). These roles are both internal and external facing, and dedicated to building capacity and providing technical assistance to existing and emerging HandsOn Action Centers and other volunteer connector hubs.

The Director, Statewide Activation, Membership, and Emerging Connectors provides organization and program development support for organizations/programs new to HandsOn Network's affiliate membership, including travel to sites as possible and orientation to member benefits and requirements; facilitates development of recommendations for revised affiliate membership structure including statewide activation; responsible for implementation of affiliate membership application, review process & launch of new application; support Affiliate Advancement department goals and department members; training and outreach to affiliate member audiences.

Essential Responsibilities:

- Serve as the primary lead for the statewide activation sub grants
- Serves as primary point of connection for state associations and commissions and emerging volunteer connector organizations/HandsOn Action Centers
- Collaborate with affiliates and staff to create continuum of learning opportunities to support affiliate development correlating to the revised membership requirements & re-defined Model of Service
- Collaborate with affiliates to generate system for sharing affiliate expertise with all segments of partners through Leadership Faculty for affiliates and subgrantee technical assistance
- Revise materials (toolkit and training program) useful for affiliates new to Hands On programming
- Revise materials supporting individuals starting up new organizations
- Facilitate affiliate-led process for defining a unified and highly effective Model of Service that supports our volunteer expansion and impact subgrant strategies
- Create membership process and associated supporting materials for intake, review, orientation and program ramp-up
- Support regional staff in implementing membership system and sub grant monitoring
- Provide strategic input to revision of membership benefits, requirements and standards

Position Qualifications and Requirements:

- A minimum of 5-7 years of relevant experience in an affiliate environment at either national or local level
- Strong understanding of affiliate models, national program implementation and affiliate relationship management

08ERSGA001 - Index of Provision Materials

- Strong communication skills—excellent writer, active listener and creative and compelling synthesis skills;
- Superior relationship management, organizational skills, ability to multitask and attention to details.
- Possess a strong combination of personal skills, technical ability and commitment to the success of regional partnerships
- Unwavering commitment to the value of diversity and inclusiveness in a productive and dynamic work environment that strives for optimal organizational effectiveness;
- Demonstrated experience in collaborative decision-making, a generalist approach and the ability to thrive in team-based environments;
- Strong planning and facilitation skills. Patience with process issues, internal and external meetings and with administrative detail;
- Outgoing and optimistic personality. Strong interpersonal skills to work effectively with a wide variety of people; a keen sensitivity to group dynamics and effective ways to get things done within complex settings;
- Humility and demonstrated respect toward all people and operates with humility;
- Eagerness to take risks, to advocate for unusual ideas and to learn from mistakes made along the way;
- Strong analytical thinker skilled in identifying and applying learnings and knowledge generated from internal and external work, partners and colleagues;
- Sense of humor;
- 30% travel required

Position Description
Regional Manager

*3 positions - distinguished
by regions
(De Flaujacker &
Brian Leftwich
one vacant position)*

Position Title: Regional Manager

Department: Affiliate Advancement

Position Reports to: Regional Vice President (respective region applies)

Position Summary

The Regional Manager is a member of HandsOn Network's Affiliate Advancement Department, which comprised of a team of eight full time staff, inclusive of three Regional Vice Presidents, and AmeriCorps Service members with primary responsibility for a portfolio of relationships with our 380 affiliated organizations (HandsOn Action Centers). These roles are both internal and external facing, and dedicated to building capacity and providing technical assistance to existing and emerging HandsOn Action Centers and other volunteer connector hubs.

Regional Manager supports the fulfillment of activities at the local level by creating high-touch relationships that foster alignment, innovation and connection across the network. In order to realize network potential and ensure high touch with Affiliates, Regional Manager is expected to travel to cultivate and leverage affiliate participation and to assure the fulfillment of benefits and requirements, travel is expected at 50-60% of the time. Regional Managers also play a critical capacity building and technical assistance role by fostering low cost, high impact investments in peer to peer learning, subgrantee monitoring and compliance; elevating, replicating and scaling innovation; and connecting the network through regional activities and virtual support.

The Regional Manager supports goals across the Affiliate Advancement Department and other departments to achieve mission-critical strategic goals of the organization. Regional Manager also has responsibility for living the organization's values by creating and leveraging high-touch, customer intimate experience through successful annual gatherings, and strong, relevant offerings in the affiliate track of annual conference in through other trainings.

Essential Responsibilities:

Affiliate Support and Development

- Support implementation of training, technical assistance, and consulting strategies for affiliates in the region with specific focus on helping affiliates to achieve impact.
- Conduct regular affiliate site visits and site monitoring calls
- Ensure Affiliate and subgrantee compliance with membership agreement and federal grant management requirements for subgrantees
- Support management of Affiliate Task Forces and working groups in order to achieve network-wide scale, connectivity and impact
- Support Affiliate grantees for the successful completion of grant requirements (program, corporate, federal, etc.)
- Serve as virtual support center for Engagement level Affiliates (i.e. help desk)

Affiliate Subgrant Process Management

- Participate and support facilitation of Grant Application and Review Process (GARP)
- Support development of internal infrastructure for subgrant management
- Lead oversight and management of subgrantee relationships and deliverables.

Subgrantee T & TA

08ERSGA001 - Index of Provision Materials

- Regional Vice Presidents and Regional Managers are the primary point of contact and relationship managers with subgrantees as well as other HandsOn Action Centers in the Network.
- The RVP and RM will be responsible for creating an individual development plan for each subgrantee addressing both programmatic outcomes as well as financial/grant management corrective action or areas for improvement.
- RM responsible for collaborative work with the Learning and Leadership Team to inform content for curriculum development, webinars and resources and material that will result in improved performance in both programmatic and grant management areas associated with each subgrant.

Membership

- Implement membership processes - outreach and membership sales, conducting initial site visits and new member readiness
- Responsible for upkeep of Affiliates member profiles and contacts in database
- Responsible for Affiliate communications within region and establishing appropriate affinity groups
- Monitor the progress of new member organizations in region to ensure effective implementation of programming and practices including; providing technical assistance and supporting training programs

National Program Management Technical Assistance

- Support the implementation of national programs and signature days of service within assigned region including; HandsOn Schools, AmeriCorps/VISTA National Service, AmeriCorps Alumni, MLK Day, etc.
- Support for network-wide initiatives facilitated with affiliates - Month of Service, Corporate Service Council, national partnership development, and ad hoc initiative development
- Support HandsOn Network events including national conference, Regional Gatherings task force meetings, etc.

National Conference and Stakeholder Gatherings (T & TA)

- RVP & RM is responsible for organizing regional gatherings of HandsOn Action Centers and other volunteer connector organizations, the preconference, held at National Conference each year for HandsOn Action Centers, and other ad-hoc gatherings of key stakeholders to continuously inform and improve best practices as well as to bring innovative solutions to scale.
- RM responsible for organizing collaborative planning processes and implementation of logistical details for all stakeholder gatherings both in person and virtual (webinars, etc.)

Technology & Knowledge Management

- Responsible for leveraging best practices and programs in the field, sharing best practices through Volunteer Repruece.org and other public domain areas
- Responsible for all data management for region, including updated affiliate profiles and ongoing communications.
- Responsible for ensuring subgrantee files are in compliance with all federal monitoring standards
- Working in close partnership with Finance to process subgrantee finance requests and reports

Replication and Scaling Best Practices/Innovation to Advantage the Public Domain

- As new and emerging practices emerge, RMs are uniquely situated to initiate replication and scaling protocols to fully leverage and catalogue these practices to advantage the public domain.

08ERSGA001 - Index of Provision Materials

Reporting and Evaluation

- Oversee individual Affiliates and subgrantees in their portfolio to assure reporting is timely and accurate, and to offer ongoing formal and informal technical assistance to improve subgrantee performance and impact.
- Responsible for elevating performance issues to address local needs for support in real time.

Engaging the Corporate Sector

- Provide technical assistance to subgrantees to successfully activate local partnerships with corporate partners to meet the goals of engaging new volunteers, retaining volunteers and engaging skilled volunteers.

National Brand Alignment

- Responsible for ensuring compliance with national brand standards at the local level through the dissemination of brand assets
- Represent HandsOn Network via conference attendance, speaking engagements and general relationship building

Administrative Duties

- Data management: Salesforce, website updates, etc.
- Administrative duties (check requests, timesheets, etc.)
- Other duties as assigned

Position Qualifications and Requirements:

- A minimum of 3-5 years of relevant experience in an affiliate environment at either national or local level
- Strong understanding of affiliate models, national program implementation and affiliate relationship management
- Strong communication skills—excellent writer, active listener and creative and compelling synthesis skills;
- Superior relationship management, organizational skills, ability to multitask and attention to details.
- Possess a strong combination of personal skills, technical ability and commitment to the success of regional partnerships
- Unwavering commitment to the value of diversity and inclusiveness in a productive and dynamic work environment that strives for optimal organizational effectiveness;
- Demonstrated experience in collaborative decision-making, a generalist approach and the ability to thrive in team-based environments;
- Strong planning and facilitation skills. Patience with process issues, internal and external meetings and with administrative detail;
- Outgoing and optimistic personality. Strong interpersonal skills to work effectively with a wide variety of people; a keen sensitivity to group dynamics and effective ways to get things done within complex settings;
- Humility and demonstrated respect toward all people and operates with humility;
- Eagerness to take risks, to advocate for unusual ideas and to learn from mistakes made along the way;
- Strong analytical thinker skilled in identifying and applying learnings and knowledge generated from internal and external work, partners and colleagues;
- Sense of humor;
- 50-60% travel required
- This is a full time, salaried position located in a regionally based location

**Position Description
Subgrants Manager**

(Zach Brown)

Position Title: Subgrants Manager

Network manager

Department: Affiliate Advancement

Position Reports to: Northern Regional Vice President, Subgrant Lead

Position Summary

The Subgrants Manager is a member of HandsOn Network's Affiliate Advancement Department, which comprised of a team of eight full time staff, inclusive of three Regional Vice Presidents, and AmeriCorps Service members with primary responsibility for a portfolio of relationships with our 380 affiliated organizations (HandsOn Action Centers). The Subgrants Manager will serve as the primary entry and focal point on all grant, sub-grant and contract execution and compliance issues, and will provide direct financial and compliance management of agency sub-grants and contracts. This individual will be an important resource to Hands On Network's Regional VPs & Regional Managers, Finance and Senior Management regarding grant and contract management.

Responsibilities include reviewing all grant and contract agreements prior to signing to ensure budget accuracy and agency ability to comply with stated terms and conditions. A BA/S in business or equivalent and a minimum of 3-5 years direct, "hands-on" experience with management of federal grants and contracts is required. Experience with automated accounting systems and financial reporting formats, budget development and oversight skills and a demonstrated ability to successfully communicate and apply donor rules and regulations are also required.

Primary Responsibilities:

- o Review all sub-award proposals and budgets submitted to CNCS assuring compliance with donor and organizational guidelines
- o Review the accounting procedures and internal controls of each organization and provide useful recommendations for improvements
- o Support training of local subgrantees on federal grant management policies, general accounting policies and procedures, bookkeeping and maintenance of records, and financial reporting to donors.
- o Coordinate with the Finance Department to ensure preparation of subaward packages, routing to management for approvals, and issuance of the agreements to subrecipients
- o Monitor reports and ensure timely submission of reports by the subrecipients
- o Manage the drawdown process for the small grant recipients
- o Perform a managerial review on subrecipient financial reports and supporting documents, and manage the initial review to be performed by the local accountants.

Position Qualifications and Requirements:

- o A minimum of 3-5 years of relevant experience in grant administration, finance and/or accounting
- o Strong understanding of affiliate models, national program implementation and affiliate relationship management
- o Strong communication skills—excellent writer, active listener and creative and compelling synthesis skills;
- o High level of attention to details in all aspects of work responsibilities

08ERSGA001 - Index of Provision Materials

- Superior relationship management, organizational skills, ability to multitask and attention to details.
- Ability to read, analyze and interpret governmental and organizational rules and regulations
- Working knowledge of database, word processing and spreadsheet applications, as well as experience with accounting software
- Working knowledge of OMB Circulars A-110, A-122 and A-133
- Ad hoc travel required related to subgrantee monitoring
- Previous experience with national/international nonprofit organization preferred



POINTS OF LIGHT
INSTITUTE

Vice President, Corporate Engagement

Jessica Kirkwood

Position Overview

Points of Light Institute is looking for a strategic and innovative Vice President of Corporate Engagement that can lead a sales and relationship management team with a portfolio of external facing corporate prospects to meet internal revenue goals in this difficult economy. The VP of Corporate Engagement will be responsible for thinking strategically about how to meet corporate revenue goals through partnerships, sponsorships, grants and community engagement opportunities. The VP develops the department plan and leads the Corporate Engagement Team staff members in executing the plan. Additionally, the Vice President must be able to effectively work across departments to direct all aspects of our premier corporate partnership program, The Corporate Service Council, to ensure the Council's success and participant satisfaction. This is a senior leadership position based in Atlanta that is integral to the development team's ability to fuel the organization's capacity to ignite a new spirit of service and civic engagement across the world.

Points of Light Institute

Points of Light Institute advances innovative civic strategies to shape national policy, achieve impact through service and build an engaged citizenry. We are organized to innovate, incubate and activate new ideas that help people act upon their power to make change. Currently, Points of Light Institute operates three dynamic business units that share a mission to equip, mobilize and inspire people to take action that changes the world. These business units are: HandsOn Network, MissionFish and Civic Incubator, which provide a variety of ways for people to participate in local, national and global communities.

General Description

The Vice President of Corporate Engagement would report to the Chief Development Officer. The Vice President supports the organization's overall corporate engagement plan by leading sales and relationship management with a portfolio of external facing corporate prospects and managing the corporate engagement team in their efforts to do the same. The Vice President manages staff as well as the overall corporate revenue strategy. This includes securing support and engagement for programs, sponsorships, employee events, and more strategic philanthropic collaborations such as the Corporate Council. The Vice President must possess exceptional strategic planning and plan execution capacity; account and staff management skills as well as organizational capacity in order to oversee a large sales portfolio; manage the corporate engagement team; and lead a cross-functional staff team in the strategy development and program execution for the Corporate Service Council.

Position Responsibilities

Strategy & Action Plan Development & Leadership: Vice President is responsible for developing the strategy to achieve corporate revenue goals. VP is also responsible for leading a cross-departmental team in strategy development for the Corporate Service Council. The

VP is responsible for designing the annual and long-term goals for Corporate Engagement and leading the team in the successful execution of these goals.

Corporate Sales & Portfolio Management: Vice President manages a portfolio of high level corporate relationships including direct and frequent communication with Corporate Community Relations representatives, travel and visits and engagement of the corporate partner within a wide range of sponsorship, custom project and earned revenue ventures. Vice President is responsible for an annual revenue goal.

Signature Partnership Cultivation & Leadership: Vice President is responsible for converting strong corporate partners into "signature collaborations"—those partnerships that have multiple interfaces with our programs and local partners and involve multi-year financial commitments.

Corporate Council: HandsOn Network's Corporate Council is a unified force assembled to lead and inspire Corporate America toward increased civic impact. The Council includes more than 60 CEOs and civic leaders representing some of the nation's largest and most successful Fortune 500 companies. The Council plays a powerful leadership role in advancing a platform for long-term institutional change through corporate civic engagement. The Vice President works with the Chief Development Officer, CEO and President to develop Corporate Council strategy and leads a cross-functional staff team in the execution of all Council activities.

Team-Wide Coordination: Vice President works closely with organization staff to determine trends and new product/program lines that will return value to corporate partners. Vice President supports enterprise wide efforts such as Days of Service, Conference and CMOS through relationship management, communication, and work with members within his/her portfolio. Works with Evaluation and Measurement team to support long range tools that calculate return on investment for corporate partners.

Staff Management: Vice President manages the Corporate Engagement Team.

Candidate Requirements

Successful candidates will have:

Experience

- A bachelor's degree.
- A minimum of 10 years of relevant experience with demonstrated success in fundraising, strategy & plan development, sales & customer service or association membership programs and staff management.
- Excellent account management skills with the proven ability to develop and grow high-yield relationships.
- Track record with sales, development and/or membership development.
- Strong researching and prospecting skills.
- A high degree of personal initiative with the desire and ability to meet aggressive revenue goals.
- Excellent written and verbal communication skills; ability to infuse creativity, innovation and insight into proposal development.
- Ability to research and convert research into materials and proposals.
- A strong commitment to community service and the nonprofit sector.
- Experience in or with the intersection of non-profit and corporate cultures.
- Strong interpersonal skills.
- Superior organizational skills with high attention to detail.

- Excellent computer skills including database management. Knowledge of Salesforce a plus.
- Up to 30% travel will be required.

Cultural

- An entrepreneurial spirit and creative approach to strategy development.
- A commitment to community service.
- Individual must be able to thrive in an environment that is characterized by significant growth, diversity and constant change.
- Able to prioritize and multi-task, working efficiently and able to address a wide variety of considerations.

This Position Description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential duties assigned by supervisors and the requirement for flexibility in helping others for the organization's overall benefit. Additionally, this position will support the goals outlined in the Cooperative Agreement with The Corporation for National and Community Service.

Salary: Competitive based upon experience, with excellent benefits package.

Interested persons should send by email referencing the job title, a cover letter and resume to: resumes@HandsOnNetwork.org.

FAX: (404) 979-2901

No phone calls please.



Sr. Director, Corporate Partnerships *Madden Maunon*

Organization Description: INSERT NEW LANGUAGE

Position Overview:

Reporting Relationship

The Sr. Director of Corporate Partnerships would report to the Vice President of Development & Corporate Partnerships. The Sr. Director would be charged with the overall management and growth of all Corporate Partnerships and Corporate-led revenue for the organization. The Sr. leads a staff team tasked with membership, corporate volunteer events, national sponsorship events and philanthropic partnerships to meet annual fundraising goals for the organization.

Position Responsibilities

The Sr. Director of Corporate Partnership provides primary leadership for the development and management of all corporate relationships throughout the organization. The Director must possess exceptional management and organizational abilities to oversee the larger vision as well the tactical details of the daily execution of corporate partnership goals.

Position Responsibilities

Corporate Engagement Strategy: Sr. Director is responsible for working with VP to craft annual corporate engagement strategy and financial benchmarks. Sr. Director coordinates daily workflow with corporate team, CSC team and Knowledge Management team to ensure effective communications and relationships with all corporate customers. Develops processes, management tools and internal work flow as necessary to support annual goals.

Corporate Work Integration: Works with VP to define areas of intersection with Corporate Team and other units within the enterprise. Maintains regular meetings with other teams (Network Advancement, Program, Partnerships, Policy) to make sure that corporate partners and their interests are integrated into overall lines of business. Supports the development of communications, meetings and processes that make work with the Corporate Team efficient and clear. Works with Marketing/Branding team to ensure that Corporate materials and communications are consistently branded. Partners with the Marketing/Branding team to ensure that work is mutually supportive and reinforcing.

Corporate Sales & Portfolio Management: Sr. Director manages a portfolio of up to 15 corporate relationships including direct and frequent communication with Corporate Community Relations representative, travel and visits and engagement of the corporate partner within a wide range of



sponsorship, custom project and earned revenue ventures. Sr. Director is responsible his/her personal goals and overall financial goals of team. Personal goal range is between 3-4 million dollars in annual revenue.

Signature Partnership Cultivation & Leadership: Sr. Director is responsible for converting strong corporate partners into “signature collaborations”—those partnerships that have multiple interfaces with our programs and local partners and involve multi-year financial commitments.

Corporate Team Coordination/Supervision: Manager is responsible for supervising members of the corporate team, ensuring excellent performance, providing professional coaching and ensuring that overall sales and relationship metrics are met quarterly and annually.

Candidate Requirements

Successful candidates will have:

Experience

- A bachelor’s degree.
- A minimum of 8 years of relevant experience with demonstrated success in fundraising or association membership programs.
- Excellent account management skills with the proven ability to develop and grow high-yield relationships.
- Track record with sales, development and/or membership development.
- Strong researching and prospecting skills.
- Previous supervision experience and commitment to managing a high functioning team.
- A high degree of personal initiative with the desire and ability to meet aggressive revenue goals.
- Excellent written and verbal communication skills; ability to infuse creativity, innovation and insight into proposal development.
- Ability to research and convert research into materials and proposals
- A strong commitment to community service and the nonprofit sector.
- Experience in or with non-profit and corporate cultures
- Strong interpersonal skills required.
- Superior organizational skills with high attention to detail.
- Excellent computer skills including database management.
- Up to 30% travel will be required.

Cultural

- An entrepreneurial spirit and creative approach to strategy development.
- A commitment to community service and the mission of Points of Light & Hands On Network.



- Individual must be able to thrive in an environment that is characterized by significant growth, diversity and constant change.
- Able to prioritize and multi-task, working efficiently and able to address a wide variety of considerations.

Salary range: Competitive and based upon experience, with excellent benefits package.

- **To Apply:** Please email a cover letter (stating how you heard about this position) and resume to: resumes@HandsOnNetwork.org. Please title your email "Sr. Director, Corporate Partnerships ." NO PHONE CALLS ACCEPTED



POINTS OF LIGHT
INSTITUTE

Director of Corporate Engagement

Paul Townes

Position Overview

Points of Light Institute is looking for a strategic and innovative Director of Corporate Engagement that can lead sales and relationship management with a portfolio of external facing corporate prospects to meet internal revenue goals. Additionally, the Director must be able to effectively work across teams to ensure the execution of corporate partnership goals and success. This is a leadership position based in Atlanta that is integral to the development team's ability to fuel the organization's capacity to ignite a new spirit of service and civic engagement across the world.

Points of Light Institute

Points of Light Institute advances innovative civic strategies to shape national policy, achieve impact through service and build an engaged citizenry. We are organized to innovate, incubate and activate new ideas that help people act upon their power to make change. Currently, Points of Light Institute operates three dynamic business units that share a mission to equip, mobilize and inspire people to take action that changes the world. These business units are: HandsOn Network, MissionFish and Civic Incubator, which provide a variety of ways for people to participate in local, national and global communities.

General Description

The Director of Corporate Engagement will report to the VP of Corporate Engagement and serve as a member of the larger development team. The Director supports the organization's overall corporate engagement plan by leading sales and relationship management with a portfolio of external facing corporate prospects. This includes securing financial support and corporate engagement for programs, sponsorships, employee events, and strategic philanthropic collaborations such as the Corporate Council. The Director must possess exceptional account management and organizational abilities in order to both oversee a large sales portfolio, as well as work across teams to ensure the execution of corporate partnership goals and success around internal revenue expectations. Additionally, The Director may manage and provide direct supervision for one Manager of Corporate Engagement.

Position Responsibilities

Corporate Sales & Portfolio Management: Director manages a portfolio of corporate relationships including: direct and frequent communication with Corporate Community Relations representatives, visits and engagement of the corporate partner within a wide range of sponsorship, custom project and earned revenue ventures. Director is responsible for an annual revenue goal.

Signature Partnership Cultivation & Leadership: Director is responsible for converting strong corporate partners into "signature collaborations"—those partnerships that have multiple interfaces with our programs and local affiliates and involve multi-year financial commitments.

Corporate Council: Director supports strategy development for and activities of the HandsOn Network Corporate Council, a unified force assembled to lead and inspire Corporate America toward increased civic impact. The Council includes more than 60 CEOs and civic leaders representing some of the nation's largest and most successful Fortune 500 companies. The Council plays a powerful leadership role in advancing a platform for long-term institutional change through corporate civic engagement.

Team-Wide Coordination: Director works closely with VP of Corporate Engagement, Director of Corporate Training/Consulting to determine trends and new product/program lines that will return value to corporate partners. Director works with the Programs team to support enterprise-wide efforts such as Days of Service, National Conference and Corporate Month of Service through relationship management, communication, and work with members within his/her portfolio. The Director is responsible for maintaining strong relationships with Hands On Affiliates across the country and working with them to implement and deliver national corporate partnerships at the local level. He/she works with Evaluation and Measurement team to support long range tools that calculate return on investment for corporate partners.

Candidate Requirements

Successful candidates will have:

Experience

- A bachelor's degree.
- A minimum of 7 years of relevant experience with demonstrated success in fundraising, sales & customer service or association membership programs.
- Excellent account management skills with the proven ability to develop and grow high-yield relationships.
- Track record with sales, development and/or membership development.
- Strong researching and prospecting skills.
- A high degree of personal initiative with the desire and ability to meet aggressive revenue goals.
- Excellent written and verbal communication skills; ability to infuse creativity, innovation and insight into proposal development.
- Ability to research and convert research into materials and proposals.
- A strong commitment to community service and the nonprofit sector.
- Experience in or with the intersection of non-profit and corporate cultures.
- Strong interpersonal skills.
- Superior organizational skills with high attention to detail.
- Excellent computer skills including database management. Knowledge of Salesforce a plus.
- Up to 30% travel will be required.

Cultural

- An entrepreneurial spirit and creative approach to strategy development.
- A commitment to community service.
- Individual must be able to thrive in an environment that is characterized by significant growth, diversity and constant change.
- Able to prioritize and multi-task, working efficiently and able to address a wide variety of considerations.

This Position Description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential duties assigned by supervisors and the requirement for flexibility in helping others for the organization's overall benefit. Additionally,

this position will support the goals outlined in the Cooperative Agreement with The Corporation for National and Community Service.

Salary: Competitive based upon experience, with excellent benefits package.

Interested persons should send by email referencing the job title, a cover letter and resume to: resumes@HandsOnNetwork.org.

FAX: (404) 979-2901

No phone calls please.



POINTS OF LIGHT
INSTITUTE

Sr. Director of Brand & Marketing

Jenn Gekler

Position Overview

Points of Light Institute is looking for a seasoned, strategic, creative and innovative communications director with experience and expertise in brand management and brand-roll out as well as internal and external communications. This is a leadership position that is integral to the Marketing and Communications team's responsibility to create and implement a strategy and plan that ignite a new spirit of service and civic engagement across the world.

Points of Light Institute

Points of Light Institute advances innovative civic strategies to shape national policy, achieve impact through service and build an engaged citizenry. We are organized to innovate, incubate and activate new ideas that help people act upon their power to make change. Currently, Points of Light Institute operates three dynamic business units that share a mission to inspire, equip and mobilize people to take action that changes the world; HandsOn Network, Mission Fish and Civic Incubator, which provide a variety of ways for people to participate in local, national and global communities.

General Description

This position requires a person with vision and experience, capable of communicating Points of Light Institute's mission to a diverse audience.

The Sr. Director of Brand & Marketing reports to the Senior Vice President of External Affairs. Key goals and responsibilities include:

- Developing the internal and external "Brand" communications strategies in support of Points of Light Institute.
- Managing Executive Communications for the CEO & President in collaboration with executive support team.
- Continue to build and roll out the brand and standardizing all marketing and communications materials.
- Managing communications staff in developing and implementing on-line and print communications, marketing materials, fundraising collateral and presentation materials and publications.
- Manage communications and production of HandsOn Network's signature events and programs, including special events (Kennebunkport, Extra Mile, etc).
- Marketing lead for National Conference on Volunteering and Service.
- Oversight of communications materials developed for mission-critical key market segments
- Supporting the development of annual and strategic communications plans and budgets.

This Position Description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential duties assigned by supervisors and the requirement for flexibility in helping others for the organization's overall benefit. Additionally, this position will support the goals outlined in the Cooperative Agreement with CNCS.

Qualifications and Core Skills:

Successful candidates will have:

- A bachelor's degree with a preference for a Master's degree in Journalism, Communications or related field.
- A minimum of 10 years of relevant experience in communications and public relations positions.
- Expertise and senior level experience in brand management.
- Senior level experience in special event planning and execution.
- An entrepreneurial spirit and creative approach to strategy development.
- A demonstrated ability to develop creative donor, media and sponsorship materials.
- A demonstrated technical ability with graphics, design, website development, advertising as well as writing and editing.
- Excellent written and verbal communications skills.
- A commitment to community service and significant experience in the non-profit sector
- Excellent knowledge of Windows application PowerPoint, Microsoft Word, Excel and graphic software

Salary: Competitive based upon experience, with excellent benefits package.

Interested persons should send, fax or email a cover letter and resume to: Points of Light Institute, ATTN: Human Resources, 600 Means Street, Atlanta, GA 30318. FAX: (404) 979-2901; resume@HandsOnNetwork.org

No phone calls please.

Sr. Manager Special Events & Public Moments

Curtis Leiu

Position Overview

Points of Light Institute is looking for a strategic, creative and innovative special events manager that can manage, design and help direct a variety of public events, including small specialty functions, high-end donor cultivation events and large-scale public events involving media relations and multiple components. This is a leadership position, based in Atlanta, that is integral to the External Affairs team's responsibility to create and implement a strategy and plan that ignite a new spirit of service and civic engagement across the world.

Points of Light Institute

Points of Light Institute advances innovative civic strategies to shape national policy, achieve impact through service and build an engaged citizenry. We are organized to innovate, incubate and activate new ideas that help people act upon their power to make change. Currently, Points of Light Institute operates three dynamic business units that share a mission to equip, mobilize and inspire people to take action that changes the world. These business units are: HandsOn Network, MissionFish and Civic Incubator, which provide a variety of ways for people to participate in local, national and global communities.

General Description

This position requires a person with experience managing and designing a variety of events from concept to execution, an understanding of print and collateral development, media and how to deliver events that meet stated participation and behavior goals.

The Sr. Manager of Special Events & Public Moments reports to the Senior Director of Brand and Marketing in Atlanta. Key goals and responsibilities include:

- Managing marketing events and creating marketing communications platforms at existing events to meet a variety of purposes. Examples: 1) Creating donor cultivation events within existing large-scale HandsOn Network or Points Of Light Institute projects such as HandsOn Schools school revitalization projects. 2) Designing, managing and implementing "backdrop events" for media events such as highly visual service projects, green rooms, media staging, etc,
- Acting as direct liaison with the Points of Light Institute's Development Department to support fundraising events, and in particular, events related to the Founders Campaign-a three year campaign to raise \$100 million dollars to support organizational sustainability as well as growth and vision.
- Working with the Sr. Manager of Brand & Marketing and the Sr. Manager of Recognition and Inspiration Programs to design, plan and execute signature events to support our key moments in time and signature programs: Martin Luther King Jr. Holiday, National

Volunteer Week, Extra Mile inductions, Make A Difference Day, National Conference on Volunteering and Service and others.

- Managing signature events that provide national communications platform for the Corporate Season of Service events (not managing related service projects however).
- Working with the marketing and communications staff to develop content for materials that support public moments and events managed, including coordinating to ensure effective on-line and print communications, marketing materials, fundraising collateral and presentation materials and publications.
- Support the development of communications materials developed for mission-critical key market segments that are addressed through staging of public moments.

This Position Description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential duties assigned by supervisors and the requirement for flexibility in helping others for the organization's overall benefit. Additionally, this position will support the goals outlined in the Cooperative Agreement with CNCS.

Qualifications and Core Skills:

Successful candidates will have:

- A bachelor's degree with a preference for a degree in Journalism, Communications, Marketing Communications, Business, Marketing or related field.
- A minimum of 5 years of relevant experience in special event planning and execution,
- working with nonprofit or for profit organizations coordinating public-facing events or projects
- Experience working with production companies, media design and production, printers and vendors that are integral to event planning and design.
- An entrepreneurial spirit and creative approach to strategy and planning.
- A demonstrated ability to develop creative donor, media and sponsorship materials for use in events and public moments.
- Excellent written and verbal communications skills and project management skills.
- A commitment to community service and significant experience in the non-profit sector
- Excellent knowledge of Windows application PowerPoint, Microsoft Word, Excel and project management software.

Salary: Competitive based upon experience, with excellent benefits package.

Interested persons should send, fax or email a cover letter and resume to: Points of Light Institute, ATTN: Human Resources, 600 Means Street, Atlanta, GA 30318. FAX: (404) 979-2901; resume@HandsOnNetwork.org

No phone calls please.

08ERSGA001 - Index of Provision Materials

Brandee Menoher, Director, Evaluation and Performance Measurement (40%)
Responsible for determining the overall strategy for the cooperative agreement evaluation and performance measurement system; manage the EPM staff and external contracted evaluators; provide oversight of the overall performance of the organization against the cooperative goals and objectives. Duties include:

- Guide the strategy and implementation of cooperative agreement evaluation and performance measurement plans
- Present reports and provide recommendations on programmatic revisions to management team, national staff and sector
- Oversee organizational progress towards annual goals and provide consultation on strategy and planning
- Advise on development and customization of volunteer activity tracking technology solutions
- Deliver evaluation and performance measurement training to affiliates, sub grantees and staff
- Manage contract work for external evaluators and

Syreeta Skelton, Associate Director, Evaluation and Performance Measurement (60%)
Minimum of five years progressive experience in research, evaluation and performance measurement and will report to Director, Evaluation and Performance Management. Primarily, this individual is responsible for determining the metrics, outputs and outcomes that will be included in the sub grantee RFP's and developing systems to measure and monitor sub-grantee performance. Duties include:

- Monitor collection of performance and evaluation data from our network affiliates, sub grantees and national staff
- Participate in analyses of data and produce reports that include statistical, narrative and graphic components as appropriate
- Advise on development and customization of volunteer activity tracking technology solutions
- Develop and administer evaluation training curriculum
- Provide training and technical assistance to affiliates, sub grantees and staff

Evaluation Manager (90%) *Vacant*
Minimum of 3 years of experience designing and conducting evaluations; advanced knowledge of program evaluation principles and practices, including survey development and administration, and qualitative and quantitative research methods and analysis; and strong knowledge of statistical software packages (eg SPSS or SAS). Will report directly to Director, Evaluation and Performance Measurement

- Coordinate data collection and performance measurement efforts required for evaluation and performance measurement activities
- Perform thorough analyses of data and produce reports that include statistical, narrative and graphic components as appropriate
- Provide training and technical assistance to affiliates, sub grantees and staff