JOB ANNOUNCEMENT
Learning + Member Engagement Manager

Position Summary

The Learning + Member Engagement Manager’s mission is to provide nonprofits and nonprofit staff with the critical resources they need to maintain healthy organizations that are working effectively to build thriving and equitable communities.

Reporting to the CEO, the Manager leads SVCN’s work to support, educate, and convene nonprofit staff. The Manager will partner closely with the CEO and Chief Strategy and Policy Officer to identify issues and opportunities for learning that are relevant to the nonprofit community. The Manager’s primary responsibilities are to listen to and deepen relationships with and among the nonprofit community; design SVCN’s learning program and cohort offerings; facilitate the assessment of programs, services, and outcomes; provide current and relevant online tools and resources for nonprofit staff; seek partner support for SVCN’s learning and capacity-building programs; and encourage nonprofits to join our nonprofit alliance. The Manager oversees SVCN’s support of nonprofits by tracking nonprofit volunteer and PPE needs and coordinating, together with partners, volunteer matching and PPE distribution. The Manager will implement a race equity resource hub for nonprofits and support nonprofits to live out their pledge to work towards justice and become actively anti-racist. The Manager will manage SVCN’s yearly membership campaign and member benefits offerings; maintain SVCN’s database of nonprofits, nonprofit leaders, and nonprofit allies; represent and attend community to ensure the engagement of SVCN with the larger community; and supervise the work of a fellow and a part-time undergrad student.

This is a great opportunity to strengthen the capacity of a small but well-respected, high-impact organization. The position is based in San Jose, California, but because of the COVID-19 pandemic and Santa Clara County Public Health orders, SVCN’s team is working remotely from home and will continue to do so until SVCN’s work-at-home policy is lifted and it is safe to return.

Compensation and Benefits

1. This is a full-time, exempt position in a leading local nonprofit organization
2. Candidates who are qualified for all aspects of the position will be hired in the $65K-$70K/year range
3. Generous health insurance package
4. 403(b) retirement. In FY21, staff are provided with a 3% match.
5. Free parking
6. In FY21, staff are provided with a minimum of $1000 for external training
7. Cell phone stipend
8. 38-hour work week, with flexibility
9. Generous holiday policy of 16 paid holidays
10. A workplace where you feel welcome, valued, and inspired

Desired Qualifications

- Bachelor’s degree in a relevant discipline.
- At least five years in a nonprofit role and knowledge, understanding of Santa Clara County nonprofits, and demonstrated passion for nonprofits and contributing to your community.
- Demonstrated knowledge and expertise in creating adult professional learning programs, curriculum development, and instructional design.
- Excellent facilitation skills, including facilitating cohorts or affinity groups.
- Event planning experience, such as planning webinars, town halls, summits, and conferences.
- Staff and volunteer supervision experience.
- Project management experience.
- Excellent written communication skills.
- Comfortable and effective in speaking in front of large groups such as classrooms.
- Strong desire to and experience building and maintaining positive relationships with people from diverse backgrounds.
- Commitment to race equity, diversity, and inclusion.
- Experience with and excellent skills in problem-solving, exercising sound judgment, taking initiative, working independently, and following through.
- Excellent interpersonal skills.
- Candidates must thrive in a highly collaborative environment while also possessing the ability to work well independently with minimal supervision.
- Ability to take on different roles, and juggle multiple priorities with a positive, collegial, flexible, solution-oriented attitude.
- Is a self-starter, has the ability to work from established timelines, has strong organizational skills.
- Experience working with outside consultants.
- Diplomacy and tact is a must and required skill for this position.
- Comfort using a variety of software platforms (including Microsoft Office Suite, Box, G Suite, SalesForce, Outlook, Zoom, group management platforms, and the flexibility and ability to learn new platforms).
- A valid California driver’s license, reliable automobile, including insurance as required by California law, and an operable mobile phone.

All employees must be U.S. citizens, lawful permanent residents, or individuals who are legally authorized to work full-time without restriction for any U.S. employer and who possess lawful evidence of employment authorization. Note: Individuals who are seeking consideration under the “Deferred Action for Childhood Arrival” (DACA) policy must possess an Employment Authorization Document at the time of application that is valid throughout the program.
What are we looking for?
In a sometimes fast-paced environment, you bring detail-oriented skills and a passion for making things work well and an ability to handle assignments effectively in a high performing environment, including strategically prioritizing the most important projects. You’re solutions-oriented, flexible, with the ability to adapt to the evolving needs of the nonprofit community and our growing organization. You have the ability to work effectively with a talented and diverse team, and to proactively spot issues of equity, bias, and inclusion across multiple identities and bring workable solutions. You’re able to build strong rapport through being true to your word, warmth, humility, optimism, and humor. You enjoy working with a team, brainstorming solutions, and keeping each other accountable in a kind and generous way. You have a customer-service mindset when it comes to interacting with staff of the nonprofits organizations we serve. You bring creativity, flair, and fun to the work.

Application process
Applications due September 11. To apply, please submit the following to admin@svcn.org.

• Letter of interest
• Resume

Examples of Duties
Member Engagement
• Lead outreach to nonprofit community to evaluate their needs.
• Create numerous opportunities for nonprofit feedback to SVCN’s programming, including formal surveys, focus groups, written program evaluations, and 1:1 interviews; analyze and incorporate feedback into SVCN priorities and strategies.
• Develop opportunities for nonprofits, including members, to engage with each other.
• Oversee the planning and execution of SVCN’s events, including, but not limited to professional development workshops, summits, conferences, town halls, member events, and special meetings.
• Identification, outreach, and cultivation of members and future members.
• Develop relationships with other capacity-building organizations for partnering opportunities and to share best practices.

Learning Program Management
• Identify topics of interest for learning among nonprofits
• Provide educational opportunities (workshops).
• Develop a yearly cadence of diverse and relevant learning opportunities.
• Create learning curricula, and curricular evaluation.
• Oversee the logistics and communications for SVCN’s learning programming. Work with the communications team to develop a marketing plan for each event. Work with Operations Manager to plan and execute all logistics for learning programs.
• Coordinate SVCN’s learning program with our advocacy and policy objectives.
• Initiate, maintain, and facilitate needed circles of support, such as our new ED cohort, collective impact cohorts, affinity groups, and leadership development cohorts.
Member and Nonprofit Support

- Respond to inquiries about member benefits
- Pandemic response efforts
  - Work with partners to coordinate volunteer requests and allocation for members throughout the county
  - Coordinate with partners to distribute Personal Protective Equipment (PPE) to nonprofits
- Develop SVCN’s online resource hub for nonprofits, including a nonprofit directory; consultant directory; model policies, procedures and document; relevant articles; among other resources.
- Provide specific support to grass roots, BIPOC-led, BIPOC-serving, and neighborhood-based nonprofits.
- Develop and oversee a Race Equity, Diversity, and Inclusion (REDI) hub that includes online resources; technical support; peer, mentor/mutual aid, and cohort support; and a race equity policy and advocacy platform.

About SVCN

Silicon Valley Council of Nonprofits (SVCN) magnifies the voice of the local nonprofit community and supported the capacity of nonprofits so they can better help people and advance thriving, equitable communities. Through our learning workshops, capacity building cohorts, collective impact facilitation, and policy advocacy partnerships, SVCN helps to build nonprofit skills, strengthen foundations, and enhance nonprofits’ ability to better serve their communities through human services, health and mental health care, education, housing and re-housing, emergency assistance, transportation and environment, the arts and beyond. SVCN’s membership of between 150-200 organizations, largely serving Santa Clara County, represents the broad depth and value our members provide to the community.

SVCN is an equal opportunity employer that is dedicated to the diversity of our staff. Applicants are invited to apply regardless of sex, gender, gender identity and/or expression, sexual orientation, race, age, ethnicity, national origin, disability, marital or veteran status, medical condition, or religion. Individuals who need assistance or accommodation due to a disability may contact us at admin@svcn.org.