



furnish for good

Mission Delivery Manager

OUR MISSION

Furnish for Good (FFG) serves our neighbors in need by delivering well-loved home furnishings through a unique, empowering experience. We partner with over 35 local agencies committed to ending homelessness. Along with our partner agencies, we work to resolve issues related to putting those transitioning out of extreme poverty, homelessness, and other dire situations on the path to financial stability. While our agencies have the resources to find stable housing, these agencies do not have the resources to provide items that make a house a safe, comfortable, or functional environment.

Perhaps, the most special part of our organization is not the “what”, but the “how”. Moving beyond simply handing out donated items - we have a showroom. There, our staff along with our volunteers arrange donated furnishings and household items in room settings. Our partner agencies regularly refer families and individuals in need of their services known to us as our “clients”. Every client, along with their Case Worker/Family Advocate, visits the showroom in person or virtually to select their furnishings and household goods. We strive to provide anything that makes a house a functional, stable home - furniture, linens, cookware, and accessories.

For many, we are the only resource for turning empty spaces into stable, dignified homes. We believe the physical environment of a family’s home can have a profound impact on their daily life. It affects their self-respect, their emotional investment in their home, and ultimately impacts their housing stability. Furthermore, we know the way these individuals and families receive their furnishings is important. We are passionate about giving our families a choice - a choice of which sofa or what color pillows they want – knowing these simple choices are the first they make as they begin to regain their dignity and respect.

JOB SUMMARY

The Mission Delivery Manager acts as an essential point of contact between Furnish for Good and multiple partner agencies, case managers, and volunteers. A successful Mission Delivery Manager should be a people person who enjoys working with colleagues, volunteers, nonprofit professionals, and the community, is detail-oriented, enthusiastic about our program, and passionate about our mission. This position is responsible for managing the day-to-day operations of our mission delivery program, as well as, building relationships with partner agencies and case workers. This person assures consistent quality of program using a teaming approach to work closely across the Furnish for Good programs team.

The ideal candidate should demonstrate a high level of integrity, trustworthiness, flexibility, compassion, and humor necessary to address the practicalities of a growing nonprofit, along with the creativity and persistence required to elicit new thinking and change.

This position reports to the Director of Mission Delivery and works closely with all other aspects of our staff including our Executive Director, Programs team, Board of Directors, and other key stakeholders. This position interacts with members and donors and has access to confidential information requiring considerable use of tact, diplomacy, discretion, and judgment.

This is a full-time (defined as 40 hours per week) position. This position is a hybrid position expected to be in the warehouse during days/times we are open otherwise this person can work from home. This is a salary position that is also eligible for the following employee benefits: holiday leave, paid time off, cell phone reimbursement, bonuses, meaningful and purpose driven work.





furnish for good

ESSENTIAL DUTIES & RESPONSIBILITIES: *(other duties may be assigned)*

Participant Intake Responsibilities:

- Manage a direct caseload of partner agencies, providing the highest quality of customer service to all partner agencies, case managers, and participants.
- Work closely with the Director of Mission Delivery to refine and adjust Programs processes and procedures.
- Manage the timely flow of all moves within caseload to maintain standards, meet mission delivery goals, objectives, and benchmarks.
- Solicit, collect, input, refine, and maintain data related to Mission Delivery moves and participant information and demographics.
- Manage communication with partner agencies and case managers regarding all aspects of mission delivery moves.
- Work with the Warehouse & Logistics Manager on scheduling programmatic moves.
- Attend deliveries, when possible, to ensure satisfaction and further build relationships with partner agencies and case workers.
- Implement communication strategies and events to steward and inform partner agencies and case workers.
- Regularly survey partner agencies, case managers, and participants to capture mission impact, needs, and potential improvements.

Volunteer Management Duties:

- Source and recruit volunteers through various techniques (databases, e-mail, social media etc.).
 - Answer incoming emails, phone calls, etc. for those interested in volunteering.
 - Schedule tour date for volunteer onboarding.
- Collect information on volunteers' availability, skills, and resources - share with Development and Programs colleagues when relevant.
- Partner with the Community Engagement Manager to determine ways volunteers can enhance and assist with various organizational needs and initiatives.
- Serve as liaison to volunteers for Development and executive leadership of Furnish for Good.
- Keep detailed records of volunteers' information and assignments.
 - Ensure proper waivers are completed and filed and ensure volunteer hours are being recorded.
- Arrange for appropriate volunteer training opportunities as needed.
- Organize and coordinate day-to-day volunteer schedule, needs, and duties
 - In partnership with Director of Mission Delivery, create daily volunteer assignments.
 - While volunteers are on-site, serve as the point of contact and be present to answer questions.
 - Review volunteer duties with each volunteer.
 - Set up monthly Sign-Up Genius.
 - Foster authentic, professional, and strong relationships with volunteers.
- Plans and organizes stewardship initiatives for volunteers:
 - Celebrate volunteer birthdays at the beginning of each month.
 - Coordinate annual "Volunteer Appreciation" event for volunteers.
 - Set up learning events and gatherings for volunteers.
- Coordinate and assist Community Engagement Manager with corporate volunteer groups.
- Attend organizational and community events as needed to serve as Furnish for Good representative.





furnish for good

Administrative Duties:

- Maintain integrity and accuracy of databases by maintaining detailed records of partner agencies, case managers, participants, and volunteers.
- Maintain the confidentiality of sensitive information.
- Keep Square Space site as up to date as possible.
- Coordinate furnishings payments with partner agencies and/or participants in collaboration with the Director of Mission Delivery.

Other Duties:

- This position must be able to represent Furnish for Good to donors and community members. This may include attending events, speaking to groups and donors, accepting donations and being in photographs.
- Perform other duties as assigned.

QUALIFICATIONS:

Education & Experience:

- Bachelor's degree or higher or related equivalent experience.
- At least two years of experience in nonprofit program or volunteer management.

Required Skills & Abilities:

- Must have and maintain a current driver's license.
- Safely navigate from one pick up to another, always complying with organization's policy regarding safe and lawful driving standards.
- Excellent communication skills: demonstrated ability to proactively communicate and build rapport; listen and react appropriately; give and receive constructive feedback.
- Approaches duties with a sense of urgency.
- Excellent attention to detail and accurate record keeping.
- Experience with Microsoft Office suite necessary.
- Self-starter who requires limited supervision.
- Ability to handle confidential materials in an ethical manner.
- A positive and optimistic attitude with a commitment to problem solving.
- Demonstrated attention to detail and discretion with the ability to exhibit good judgment.
- Excellent interpersonal skills.
- Innovative, self-motivated, and able to manage multiple projects well, working both independently and as a team member.
- Time-sensitive, goal orientated, and deadline driven.

To Apply:

Submit Cover Letter, Resume, and Salary Expectations to Beau Samples at beau@furnishforgood.org