



Job Posting

1 FTE Team Development and Operations Specialist

Applications due November 14, 2021, 5pm EST

ORGANIZATIONAL SUMMARY

Design Impact (DI) is a nonprofit social innovation firm that collaborates with community groups, social service agencies, schools, foundations, and other changemakers to apply creative and inclusive approaches to complex social challenges. To date, DI has led hundreds of projects across multiple sectors, including education, community health, employment, housing, and food access. All of DI's work is rooted in our theory of change which outlines that sustainable social change lies at the intersection of creativity, equity, and leadership practices. Our theory of change is highly effective in empowering individuals and teams to develop community-centered innovative, collaborative, and inclusive practices in their work.

Our Theory of Change

Think and solve differently
We apply a wide variety of innovation methods that are strategic and human-centered.



Prioritize the perspective and lived experience of those most impacted by inequity
We co-create from an intersectional and racial justice lens.

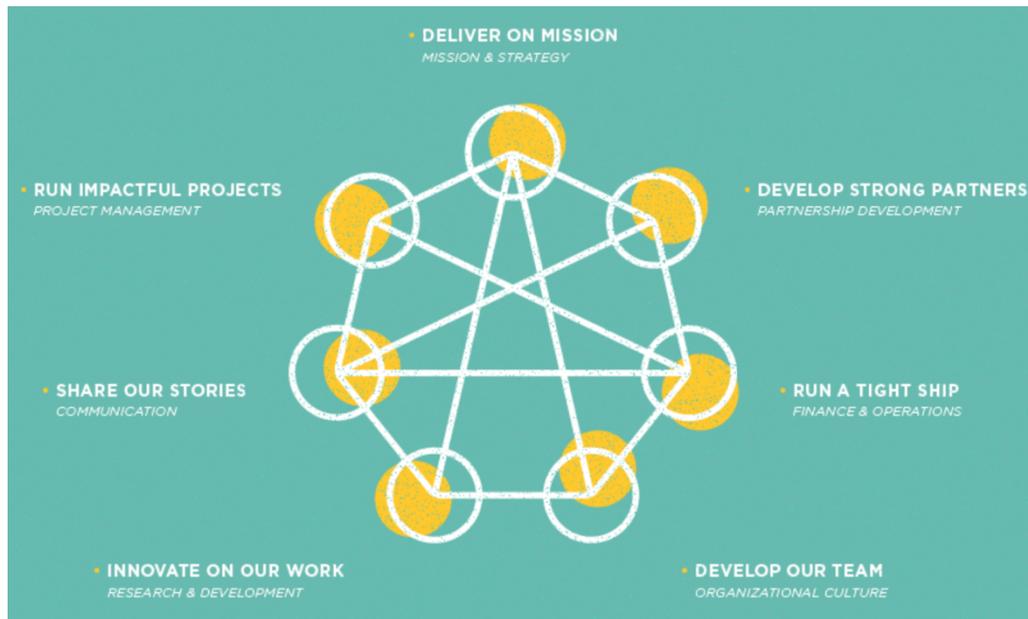
Build leaders who value creativity and inclusion
We develop leaders that embrace a learning mindset, share ownership, and drive connection.

Our theory of change also drives our organizational culture, as reflected in our [cultural statements](#). We believe our ability to affect mindsets, actions, and societal conditions through our community-facing work is directly related to our own self-awareness and ability to foster restorative relationships, address racism and implicit bias, analyze privilege and oppression, and inspire commitment to our collective humanity.

We operate in a shared leadership model called the Squad System. This model of decentralized power allows each squad to determine its own way of working, its own strategy, and adapt to organizational and project needs as they arise. In DI's squad system, team members hold roles within each squad that change and evolve as the work requires.

The organization's strategy and work is run entirely through these seven squads. This shared leadership model is inspired by other decentralized decision-making organizational structures including holacracy and matrix models.

Our Squad Structure



POSITION SUMMARY

The Team Development and Operations Specialist serves as an essential member of DI's collaborative team, with a focus on human resources tasks such as recruitment, onboarding, benefits, and team leadership development. They also provide administrative support for operations, and internal communications. They work in collaboration with our squads around efforts to support and build staff capacity. In keeping with our culture, the Team Development and Operations Specialist plays a key role in helping DI operationalize practices that decentralize power internally, particularly as it relates to organizational policies, culture, hiring, performance management, etc. As such, understanding power and privilege at the individual and collective level, and a commitment to doing one's personal work to dismantle internalized patterns of white supremacy, is core to our work to uphold our values. We also envision that this role will grow and evolve with organization's capacity, as a professional pathway over time.

ROLES & RESPONSIBILITIES

Human Resources (estimated 60%)

- Assist in developing our recruitment strategy, coordinating hiring and onboarding processes, and developing retention plan, all in ways that promote equity and diversity within our organization
- Assist in developing and implementing innovative and equity-centered human resource and organizational policies
- Co-design and implement performance management processes with a focus on trauma and equity
- Administer our compensation and benefit plans, including the annual renewal process
- Lead our celebration committee, which includes planning birthdays, anniversaries, holiday parties, etc.
- Support the design and implementation of trauma informed and culturally responsive practices to honor and embrace our multicultural team and community
- Gather and analyze data with useful human resources metrics, i.e. vendor diversity, employee turnover rates, and staff workload/capacity
- Maintain employee files and records in electronic form
- Ensure compliance with labor regulations and relevant protections at the federal, state and local level

Operations & Administrative Support (estimated 40%)

- Manage data entry for Salesforce (CRM) and ClickTime (resource planning, vacation balances, closing projects, loading projects to forecast, monthly forecast reports, etc.)
- Coordinate project logistics as needed, such as recruiting for community and partners
- Manage org calendars, including updates for staff meetings and special events
- Manage communication mailing lists through MailChimp and Salesforce
- Support event planning and coordination for community and staff/team meetings
- Record donations and send thank you letters to donors

All DI team members are expected to contribute to the whole, including things such as:

- Stepping in where needed, willing to be flexible, supportive and adaptive
- Building strong relationships with the rest of the team and with our project partners
- Maintaining clear and consistent written and verbal communication with all staff
- Actively engage in internal learning sessions, staff check-ins, squad and project work

QUALIFICATIONS

Design Impact is looking for someone to fill this position who is collaborative, resourceful, and who will thrive in a highly adaptive, nontraditional environment. This person demonstrates a learning mindset and is comfortable with self-reflection, learning, teamwork, creativity, challenge and ambiguity. Finally, their work is focused toward equitable systems change, building community power, and developing relationships with people across differences.

The ideal candidate will have:

- A high school diploma, associate or bachelor degree (or relevant work experience)
- Understand human resource policies and best practices; specifically, around equity, and anti-racism
- A deep working knowledge of systemic inequity and/or social change practices
- Experience working with nonprofits, philanthropy, and affected BIPOC communities
- Excellent written communication skills; knowledge of any other language is a plus
- A positive attitude with the desire to work with people from various backgrounds
- Strong verbal communication skills, both with large groups and interpersonally
- A demonstrable interest in interdisciplinary and intercultural collaborations
- Ability to work independently; self-motivated with minimal supervision
- Ability to be a part of diverse project and squad teams
- Ability to work through conflict honestly and openly
- Ability to provide and accept clear and direct feedback

LOCATION

We are currently working remotely but with plans to return to the office using a hybrid model by late 2022. A significant portion of our work is in the Cincinnati region, but much of our work is nationally focused and will remain virtual or will require occasional travel for project staff. We are open to candidates who live outside of Cincinnati.

TIMING, COMPENSATION AND BENEFITS

This position currently provides a fixed salary of \$65,000 annually. We are looking to fill this position immediately. Selected candidates are eligible for a 403(b), health, vision, and dental benefits on your start date, plus employer paid short-term disability and life insurance. We also take pride in cultivating a holistic work culture, including a four-day, 36-hour workweek. We aim for a healthy and sustainable work/life balance; we provide four weeks of paid vacation, end-of-year paid office closure 12/24-1/1, additional paid holidays, \$2,000 yearly professional development funds, and a paid sabbatical after seven years of employment. Organizational culture is a priority, so we evaluate our performance each year. We have an adapted 360 staff-led performance review process, and promote a fun, casual and collaborative work environment.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Design Impact is an equal opportunity employer. We enthusiastically accept our responsibility to make employment decisions without regard to race, color, age, sex, sexual orientation, gender identity, national origin, ancestry,

religion, disability, veteran/military status, citizenship status, pregnancy, childbirth, and related medical conditions, lactation/breastfeeding, genetic information all as defined by applicable law, and/or any other classification protected by applicable federal, state, and local laws and ordinances. Our team is dedicated to ensuring the fulfillment of this policy with respect to hiring, placement, promotion, transfer, demotion, layoff, termination, recruitment advertising, pay, and other forms of compensation, training, and general treatment during employment.

APPLY

To ensure we find the right candidate, we will conduct an applicant search in three rounds.

- **Round One**

Send the following to join@d-impact.org by November 14th, 2021, at 5 PM EST:

- Your resume/CV
- Three professional references (name, phone number, and email address)
- A cover letter that explains why you are right for this position

- ***Applications due: November 14th***
- ***Candidates notified: November 20th***

- **Round Two**

Talk to us. Candidates selected for round 2 will participate in a 30-minute video call. These calls are less “interview” and more of a chance for us to follow up with any questions from your resume and responses.

- ***Date: Week of November 29th***
- ***Candidates notified: December 3rd***

- **Round Three**

Spend some time with us (virtually). This will include a small group interview and a session with the whole team where we ask you to demonstrate a specific skill set related to the position.

- ***Date: December 13-15th (we'll provide more details after round two, ~2 hours)***
- ***Candidates notified: December 17th***
- ***Expected Start date: January 10th***