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|  | **Senior Manager, Quilt & Kit Ministry**Job Description |

# **Job Title:**  Senior Manager, Quilt & Kit Ministry

# **Level and Grade:**  Senior Manager | Grade 80

## **Job Type:** Full-time

## **Reporting Manager:** Director, Congregational Engagement

## **Department:** Global Relationships & Resources

## **Office:** HQ - Baltimore

**Date:** September 13, 2022

**About Corus:**

Corus International leads an ensemble of social impact organizations working together in the world’s most fragile settings to deliver the holistic, lasting solutions needed to overcome the interconnected challenges of poverty, health care access and climate change. Corus is a new model in the international space, creating a consortium of specialized non-profit and for-profit entities for greater impact. Additional growth is expected.

Corus combines over 150 years of experience of our non-profit and for-profit subsidiary organizations – Lutheran World Relief, IMA World Health, CGA Technologies, Ground Up Investing, and LWR Farmers Market. Together, the organizations take a systematic approach to grow rural economies, eliminate extreme poverty, ensure access to quality healthcare, and respond to urgent humanitarian needs in fragile settings.

Further details about the organization can be found at https://corusinternational.org

**Job Brief:**

**Position Summary:** This position manages all domestic components of Lutheran World Relief’s (LWR) Quilt & Kit Ministry, tying together its tradition and historical value with innovative new opportunities for congregations, community groups and individuals to partner with LWR. The Senior Manager is responsible for casting the long-term vision and setting the strategy to create exceptional volunteer and donor experiences for those connected to the Quilt & Kit Ministry, aligned with all three pillars of the LWR fundraising strategy: acquire new donors, show them the love, and invite a legacy gift. The Senior Manager will work in coordination with the Global Relationships & Resources Department to identify quilters and kit-makers and invite them to be donors, Faithful Neighbors (monthly donors) and work with the legacy giving team.

**Key Result Areas:**

The success of this role is measured by the following KRAs:

1. Growth in identification and acquisition of quilters and kit-makers.
2. Growth in acquisition of quilters and kit-makers as donors,
3. Successful receipt of $13 million of in-kind (quilt & kit) revenue annually.

## **Roles and Responsibilities:**

**Leadership and Management:**

1. Leads the Quilt & Kit Ministry Team to raise $13mil annually in in-kind revenue and provide an exceptional donor experience for some of LWR’s most dedicated constituents.
2. Supervises the Quilt & Kit Ministry Associate and Logistics Associate to successfully achieve the Quilt & Kit Ministry Team goals.
3. Manages the relationship with the Maryland and Minnesota warehouses. Equips and resources the warehouse staff to represent LWR with donors and volunteers.
4. Manages the Quilt & Kit Ministry portion of the annual operational plan and budget to set goals, reach goals and steward the budget. FY23 budget for Quilt & Kit Ministry is $1.3mil.
5. Leads 60+ Key Leaders and 130+ Site Coordinators throughout the U.S. to ensure sustainability and growth of Ingatherings. Recruits, equips and trains Key Leaders to be inspiring representatives and advocates for LWR. Serves as primary contact for this national corps of volunteers, providing brainstorming and troubleshooting support, and driving growth and innovation for the future with grace and determination.

**Strategy & Knowledge Development & Implementation:**

1. Leads strategy development and implementation of quilt and kit-maker identification and acquisition.
2. Leads development of the quilter, kit-maker, and Key Leader donor journeys to ensure that everyone involved in this program has an exceptional, personalized experience with LWR.
3. Leads development and implementation of quilter and kit-maker donor conversion strategy, shepherding devoted volunteers along a journey toward financial partnership in the short- (Quilt & Kit Shipping Fund, one-time gifts, emergency gifts) and long-term (monthly and legacy giving).
4. Leads strategy development for a new quilt and kit tracking system in partnership with CGA Technologies and Corus’ Humanitarian Assistance Team. Oversees the Quilt & Kit Ministry Team, warehouse staff and volunteers in implementation.

**Networking & Partnership:**

1. Coordinates the Quilt & Kit Ministry Team to work collaboratively within the Global Relationships & Resources department to identify areas of donor journey intersection and opportunities for donor growth.
2. Works in partnership with the Humanitarian Assistance Team, International Programs Team and Marketing & Communications Team to report back to quilters and kit makers stories and reports from the places around the world where quilts and kits are shipped.
3. Leads the Quilt & Kit Ministry Team to organize more than 200 local collections of quilts and kits (Ingatherings) annually and ensures a smooth and accessible experience for volunteers and donors. This includes supporting the Logistics Associate to navigate internal and external processes for domestic transportation of quilts and kits to the warehouses.

**Documentation, Reporting & Data Management:**

1. Works in partnership with the Humanitarian Assistance Team to provide and monitor accurate inventory data from the warehouses.
2. Ensures timely, accurate and thorough tracking and data entry for the Quilt & Kit Ministry program. This includes working with constituent relationship management software for individual and congregational donors and volunteers, as well as creating and maintaining additional organizational systems for Ingatherings, volunteer management and logistics.

**Communication:**

1. Provides strategic direction for the creation of all Quilt & Kit Ministry communication resources.
2. Represents LWR/Corus and the Quilt & Kit Ministry at a variety of regional and national events and speaking engagements.
3. Utilizes the Quilt & Kit Makers Community Facebook group to communicate regularly with quilters and kit-makers, strengthening their connection to LWR and other volunteers.

## **Supervisory:**

This role reports to Director, Congregational Engagement.

This role has 2 direct reports.

## **Education & Experience:**

This role requires a minimum of a four-year college degree and at least seven years of experience with progressively increasing responsibilities in congregational ministry, grassroots community organizing or volunteer management. PMP certification highly preferred.

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**Qualifications:**

* Strong familiarity with faith-based motivations and sensitivities. Previous work in church context highly preferred. Experience with Lutheran congregations or organizations also preferred.
* Expertise in all areas of communication, including strong writing skills and superior oratory skills and the ability to speak compellingly and with ease to a wide range of audiences.
* Demonstrated project management experience, including publication content development and website content management.
* Strong leadership and consensus building skills.
* Proven management experience and ability to supervise both internal staff and a large network of volunteer leaders throughout the United States.
* Exhibits skills of diplomacy. Able to work productively with a wide array of different people and institutions that may disagree and could be in competition with one another.
* Proficiency with Microsoft Office software required; experience with Raisers Edge or other database management programs a plus.
* Deep commitment to Corus International’s core values and ability to model those values in relationships with colleagues and partners.
* Demonstrated ability to take initiative and follow through on projects and policies; good organization skills and the ability to manage a variety of tasks productively.
* Ability to work as part of a team, both internally with fellow staff as well as with Corus International’s partners and allies; excellent interpersonal skills.
* Creativity, imagination, problem-solving skills, and the ability to adjust direction and strategies.
* Experience with and commitment to working in a very diverse workforce.

**Other Duties:**

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities for the position. Duties, responsibilities and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor. Global positions that are bound by contracts will not be changed without notice and approval.

**Working Conditions, Travel and Environment**

* The duties of the job require regular attendance of at least 5 days/week. The employee must be available to work outside normal office hours or on the weekends as required. Corus has a hybrid work policy, allowing 50 percent of work to be done remotely.
* Willingness and ability to travel domestically (up to 25%) to represent Lutheran World Relief at national, regional or congregational events, including Ingatherings and conferences. Possible international travel may be required for content gathering.
* While performing the duties of this job in different locations, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as to infectious diseases.

**Diversity, Equity, Inclusion and Zero Tolerance to Abuse**

As a member of the Corus Family, each employee is expected to:

* Help to develop and maintain an environment that welcome and develop a diverse workforce.
* Foster a work environment where everyone feels valued and included.
* Support employees’ evaluation and promotion processes based on skills and performance.
* Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
* Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
* Adhere to the Organizational Core Values of Inclusion, Disruptive, Interconnected and Agile.

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| Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law. |