



Organization: Silver Lining Mentoring

Position Title: Executive Assistant

Position Tagline: Bring administrative excellence and strategic support to CEO and other senior leaders in the organization.

Salary Range: Salary commensurate with experience, with an anticipated starting salary between \$60,000-\$70,000. Silver Lining Mentoring offers a strengths-based collaborative team, flexible work environment, accessible office location in downtown Boston, and excellent benefit package with generous vacation including a 1 week closure in the winter. Due to the pandemic, Silver Lining Mentoring is working in a predominantly remote capacity with the exception of ~4 days per month in the Boston office and other in-person work as needed to meet the needs of our stakeholders.

To Apply: Candidates should submit a resume and cover letter explaining why you would like to be considered for this position to HR@silverliningmentoring.org.

Expected hire date: June 2022

Organizational Overview:

Silver Lining Mentoring (SLM) empowers youth in foster care to thrive through committed mentoring relationships and the development of essential life skills. For 20 years, Silver Lining Mentoring has matched young people in the child welfare system with highly-committed, volunteer mentors. The match relationship is supported by in-depth training and ongoing personalized match support from clinically-informed staff. Most youth participants are preparing to age out of the child welfare system, and Silver Lining Mentors offer both companionship and guidance in navigating critical life skills.

Silver Lining Mentoring offers four core services to young people impacted by the child welfare system. The three services offered in the greater Boston region include: Community Based Mentoring, which provides one-to-one volunteer mentorships to youth ages 7+; Learn and Earn, a life skills curriculum accompanied by a one-to-one volunteer mentorship available to young people ages 16+; and Transition Age Youth Services (TAY), which provides life skills development and leadership opportunities to help young adults navigate their independent living goals.

The fourth core service at Silver Lining Mentoring builds capacity to expand mentoring opportunities nationally via the work of the [Silver Lining Mentoring Institute](#). The Institute launched in 2019 to achieve the goal that every young person in the U.S. impacted by foster care will have access to a high-quality, consistent volunteer mentoring relationship. The Institute is achieving this goal by equipping local practitioners across the country who are starting up or growing mentoring programs with best-in-field

strategies and tools via a partnership with the [National Mentoring Resource Center \(NMRC\)](#) and [MENTOR](#). The Institute further advances this goal through policy advocacy initiatives that promote consistent unpaid relationships for young people affected by the child welfare system; and educating and inspiring a nationwide movement that understands and responds to the relational needs of young people in foster care.

For more information please visit www.silverliningmentoring.org.

Position:

The Executive Assistant is an exciting new position within SLM, reporting directly to the CEO and providing senior level administrative operations support to the CEO, COO, the leadership team, and the Board of Directors. The Executive Assistant will advance a set of critical executive tasks in a timely and high-quality manner. This person will play a meaningful role within the organization by ensuring exceptional communication between the leadership team and the full SLM team as well as SLM's external stakeholders. The ideal candidate will have outstanding organizational and project management skills, the ability to drive complex, multi-faceted projects forward to deliver results on time, advanced problem-solving and decision-making skills and the ability to multitask and handle high-pressure periods of time.

Responsibilities

Project Management and Strategic Support (15%)

- Provide support in planning and execution of strategic initiatives and serve as primary coordinator for tasks or deliverables under CEO's purview/scope of work
- Monitor and track projects and tasks, ensuring attention to time-sensitive issues and longer-term initiatives
- Prepare briefings and operational documents as needed
- Serve as a thought partner to the CEO and COO in daily tasks and highly sensitive contexts
- Facilitate effective time management in prioritizing tasks given competing requests and demands

Relationship Management and Communication (20%)

- Act as an initial point of contact for the CEO and manage high-level and/or confidential information
- Accommodate requests with tact and diplomacy and use creative problem-solving techniques
- Serve as a resource for stakeholders, partners, donors and individuals who need to interface with the CEO and SLM
- Collaboratively draft and disseminate communications to staff, donors and partners
- Assist in producing biographies, materials and briefings for meetings as needed
- When appropriate, serve as a proxy for the CEO or COO in designated meetings

Administrative Support (50%)

- Provide calendar management to optimize the time of the CEO
- Schedule all meetings, appointments, conferences, and speaking obligations for the CEO in a timely manner
- Plan and execute high-level meetings and/or conferences; provide logistical and administrative support for meetings, presentations and communications
- Manage leadership team notes and follow-up activities/tasks

- Draft official and unofficial correspondence for the CEO's review
- Arrange flights, hotel accommodations, ground transportation and other travel logistics for the CEO and their respective team when needed
- Manage CEO's finances including invoices, reimbursements, and receipts
- Collaborate across departments and roles to plan schedules and support SLM leadership across the organization
- Support Leadership team members with projects, presentations, new initiatives, and day-to-day operations.
- Support in maintaining an organized, efficient shared file storage system (SLM uses Box and Google Drive)
- Support board meeting and board committee document preparation and notetaking,
- Assist with special departmental projects. This is an ongoing need with expectation of always supporting at least one project at a given time. Examples include drafting policies or preparing profiles for prospective board members, donors, etc
- Assist with project management for the CEO by creating assignments, tracking progress, and resolving issues

Department-Specific Tasks (15%)

Support to the Chief Operating Officer:

- Provide administrative coordination and support for Leadership team
- Support and facilitate human resources processes including: 360 review process, bi-annual performance review process, management of the Employee Handbook including annual review of content, edits and development of new policies as needed
- Support hiring process by managing job postings, external candidate communications, monitoring the HR email address as well as internal hiring team communications and scheduling
- Plan and execute effective staff meetings; provide logistical and administrative support for staff meetings including taking meeting minutes and internal communications and follow up tasks,
- Serve as a creative thought partner to the COO on maintaining an inclusive culture throughout the organization
- Support leadership team in execution of staff play days, celebrations, staff trainings and staff recognition events

Development

- Provide support for presentations (editing slides, helping with Zoom behind the scenes, i.e. monitoring chat, managing break out rooms, etc.)
- Provide support/manage events logistics (in-person and virtual)
- Support donor stewardship efforts and special mailings
- Manage data archiving: Ensure all vital documents (board meeting agendas and notes, etc.) are uploaded to Box and organized optimally
- Prepare Board materials for in-person meetings
- Collaborate with Director of Development and Operations Coordinator around gift acknowledgments that require the CEO's attention

Requirements and Qualifications

We know that a diverse team makes for collaborative work and creative thinking, and we strongly encourage applications from people of color and people with experience with the foster care system. If a role at Silver Lining sounds like something you'd find fulfilling and aligns with your career goals, please consider applying even if your experience doesn't exactly match the requirements listed. Experience comes in many forms, and a willingness to learn can go a long way. We are dedicated to adding new perspectives to the team and would love to hear from you!

- Strong commitment to, and belief in the mission, vision and values of Silver Lining Mentoring
- Minimum 5+ years in supporting high level executives in a very fast paced and busy environment; office management and administration support experience preferred
- Excellent writing and copy-editing skills; enthusiasm for writing required
- Advanced organizational skills and keen attention to detail
- Demonstrated maturity in handling sensitive information with sound judgment and strategizing in ambiguous contexts with limited information
- Ability to manage and assess competing priorities in a time-sensitive environment while meeting deadlines with utmost professionalism
- Ability to work independently, take initiative and work effectively within a team
- Must be a quick learner, able to multi-task and easily adapt to changing circumstances
- Exemplary interpersonal skills; ability to collaborate effectively with SLM staff, leadership, donors, and external partners
- Commitment to mastering a comprehensive understanding of the goals and objectives of the CEO and SLM as a whole
- Interest in social justice and issues of child welfare and mentoring strongly desirable
- Skilled in Microsoft Office Suite, Google Drive, and online platforms (Box and Salesforce a plus)
- Please note that we are not able to sponsor U.S. work authorization for this role

Silver Lining Mentoring offers a strengths-based, collaborative staff team, flexible work environment, and accessible office location in downtown Boston. This position will require some weekend and evening hours, as well as local travel. Silver Lining Mentoring is an Equal Opportunity Employer.

<http://www.silverliningmentoring.org>