

## **Bright Spot Ventures Enterprise Manager**

### **Social Enterprise Model: Business Model, Financial and Programmatic Oversight**

- Create and monitor budget for Bright Spot Ventures including monthly tracking of cash flow in order to meet earned revenue goals
- Work with partner businesses to secure and support monthly site visits and externship sites for youth in their last month of BSV employment
- Oversee the statewide IDA program for youth in foster care; ensure effective systems for youth participation and achievement of the matched savings; liaise with: social service agencies to support their youth to participate, Delawarean Saves administrative point person, and Financial Fitness providers regarding the requisite curriculum
- Develop systems to coordinate weekly shift schedule, manage payroll, facilitate monthly staff meeting & involve youth in the processes
- Track outcomes for youth: monthly, support youth to track their own outcomes at BSV (incl. attendance, punctuality); monitor long-term youth outcomes post-BSV for 1 year (incl. employment, education)
- Record shifts in FACTS system for youth receiving independent living services and who are not in Lifelines housing
- Continue to work with West End team & funder to develop strategies and business plans for the growth of BSV

### **Online Bookselling & Recycling Operations**

- Work alongside of youth and provide guidance and feedback for youth to plan and run an effective business shift
- Manage any disciplinary incidents according to policies and procedures
- Create and implement business training workshops that is supplemental to youth learning on shifts; topics to include revenue and expenses, marketing, accounting principles, etc
- Create, implement and evaluate systems to meet earned revenue benchmarks for bookselling operations; monitor receiving thresholds and pricing strategies on Monsoon, postage costs through Endicia, and invoicing through recycling
- Support youth to do supply ordering
- Support operations training including manual updates

### **Create a system of book and related media drives and recycling that provides an ongoing source of inventory for our youth to manage their business:**

- Work with businesses, universities, organizations, libraries, houses of worship to set up book and media drives on behalf of BSV
- Marketing BSV to garner donations from individuals
- Implementing creative strategies to secure the necessary quantity and quality of donated items.
- Create an ongoing calendar and related systems for managing the drives: reminder calls, thank you notes & follow-up, tracking of donors, etc

**Secure recycling contracts that meet earned revenue benchmarks:**

- Work in tandem with our partner recycling company
- Connect with corporations to handle their recycling needs

**Support Marketing of Bright Spot Ventures:**

- Develop quality marketing materials that speak to BSV's mission and impact
- Utilize traditional marketing mediums as well as social media outlets to inform the public about BSV and to engage our stakeholders and donors
- Secure necessary resources for drives: collecting containers, posters, etc.
- Work in tandem with colleagues at West End Neighborhood House and with partners such as Barclays and United Way to ensure streamlined communication and consistent marketing

**Farmers Market Operations**

- Oversee the BSV farmers market shift at the Cool Spring Farmers Market: set up of the market, managing the produce stand and closing down of the market including tracking of gleaned items and depositing money
- Work with partner farmer(s) to sell produce at the market- secure necessary amount day of, ensure youth know the produce, report back sales and pay for the produce in a timely manner
- Create systems to train youth on cash handling produce, customer service
- Support youth team to monitor earned revenue goals
- Secure resources and supplies for the market

**Youth Recruitment and Training**

- Market BSV to caseworkers and area providers to ensure full team of youth who are in need and ready for the employment experience
- Build systems to process through applications, interview potential teammates and hire new youth
- Train youth on the BSV model and operations: inventory management, order processing, inventory receiving, recycling sorting & other business projects
- Hold youth accountable for all safety and performance policies including attendance, professionalism, efficiency, and engagement on shifts
- Communicate with key stakeholders in youth's life regarding performance and progress

**Post- BSV support to youth**

- Remain in contact with youth who are in the process of reapplication to BSV as well as youth who transitioned from BSV for 1 year
- Provide support to externship partners to ensure job placements are successful