

## Fellowship Job Description

**Organization name** (and applicable abbreviations): Trailhead Institute

**Organization City** (primary work location): This is a hybrid-remote role with in-person time needed in Denver, CO.

**Website URL:** [www.trailhead.institute](http://www.trailhead.institute)

**Organization Mission Statement** (and/or any other relevant information you feel would be helpful to understanding the organization):

Trailhead Institute advances innovation and collaboration in public and environmental health.

**Anti-Discrimination Statement/Policy:**

Trailhead Institute is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination and harassment against applicants or Employees based upon an individual's race, color, national origin, religion, sex (including pregnancy, childbirth, pregnancy-related conditions, breastfeeding, or medical conditions related to breastfeeding), sexual orientation, gender identity/gender presentation, disability, age 40 or over, genetic information or refusal to submit to a genetic test, past or present member of the uniformed service, or any other class or expression protected by applicable federal, state, or local law (i.e. "protected classes").

**Supervisor Name:** Lisa Olcese  
**Supervisor Title:** Director of Operations

## Fellowship Overview

**Will this be a Summer or Yearlong Fellowship?** Yearlong

**Job Title:** Operations Fellow

**Job/Role Overview:** The Operations Fellow will serve in a generalist capacity, learning the ins and outs of Trailhead's operations while building internal capacities and structural support that prioritize simplicity, ease and understanding across all of the organization's primary initiatives.

**Primary Responsibilities/Job Duties:**

The Operations Fellow will assist with the Communications, HR, Benefits Administration, Organizational Work Culture, Evaluation, and Internal Logistics of Trailhead and promote administrative equity throughout their work. The Fellow will help coordinate systems and processes across all other functional work areas at Trailhead. This includes but is not limited to:

- Provide logistical support for Trailhead events, including meetings, orientations, trainings, and social events
- Engage with Trailhead teams, external partners, and vendors as needed, with an emphasis on providing consistent operational support
- Support Hiring Leads and the Trailhead Operations Team throughout the entirety of the hiring process from position creation through onboarding
- Support with offboarding/termination processes as needed
- Conduct necessary research and assist with benefits offerings
- Assist with the Board's annual review of the Employee Handbook
- Schedule and actively participate in Operations Team meetings
- Schedule and actively participate in Evaluation Team meetings
- Develop and implement an internal organizational newsletter for information sharing across programs.
- Support the development of Trailhead's content development strategy, developing content briefs to support storytelling across Trailhead programs.
- Align Trailhead messaging to content development strategy.

**Duration of Fellowship** (number of weeks): 50-52

**Average hours per week:** 35-40

**Describe the on-site vs. remote expectations of this position** (if hybrid, please include percentage of in-person/remote):

This position is hybrid-remote with an estimated 5-8 hours/week (12.5%-20%) in office.

**Are there any specific expectations regarding remote work of which the fellow should be aware** (e.g., fellow will need their own computer when working from home, fellow is expected to live in the primary city the organization is based in)?

The ideal Fellow will reside near our Denver based office and will receive an RTD EcoPass for free bus and train travel in the region. Trailhead will provide a laptop and monitor and will make additional accommodations for home office needs.

**Describe what a typical week as a PIFP fellow in your office might look like:**

Meetings: with the Director of Operations ("Guide") to review weekly goals and reflect on the previous weeks' accomplishments; with members of the Operations team to review existing and emerging tasks and needs; with the Operations team (monthly) to coordinate efforts and offer mutual support; with Trailhead's project, program and finance teams (as needed) to coordinate operational needs.

Tasks include: support content development planning; lead content development of an internal organizational newsletter; coordinate hiring flow steps; support with onboarding logistics and training; draft one-pagers on Trailhead's operational best practices, particularly as they reflect a commitment to administrative equity; assist with the implementation of Trailhead's Operational Manual; and other duties as identified.

**Pay per hour: \$26.50/hour**

**Additional benefits offered to the fellow:**

Trailhead provides full benefits including medical (United Healthcare), vision (UHC), dental (Delta Dental), and 100% 401k match up to 10%. As an employee, the Fellow is also entitled to \$500 professional development stipend, a travel stipend, free EcoPass and a monthly tech stipend. All benefits go into effect on the first day of employment and end on the last day of employment. Review [Benefits Guide](#) for more details.

## The Fellowship Experience

**Through this role, the fellow will build capacity in this organization by:**

Actively participating in and informing the evolving operational needs of a growing public health institute.

**The fellow will contribute to societal systemic change during this fellowship by:**

Being part of a nimble nonprofit focused on innovation and collaboration in public health, as we work on re-fortifying infrastructure to support the evolution of our organization and our role in the field of public health.

**The fellow may also engage in direct service and impact the community in the following ways:**

As a public health institute, Trailhead supports administrative and systems-level change and the work of external partners who then provide direct service to communities. The Fellow will have exposure to Trailhead's projects and programs that ultimately impact the community through improved collaboration and innovation on a range of public health topics.

**Please provide specific examples about how the fellow might enhance their career readiness during this fellowship in the 2-3 most relevant areas:**

- **Teamwork**-The fellow will be an integral part of a highly collaborative team/organization; this new position will have the opportunity to uplevel the work of Trailhead's Operations by actively engaging with the Operations team, and by being a member of the Evaluation team, for example.
- **Communication**-The fellow will contribute to Trailhead's communications efforts and will support the organization's internal communication processes and content development strategy with the aim of increasing awareness for the big and small milestones made across Trailhead's programs, projects, and initiatives.

- **Equity and Inclusion**-As Trailhead expands on its administrative equity initiative, the Fellow will inform documents that reflect Trailhead's efforts to challenge the systems, structures, and policies of oppression, both within and beyond our own organization. This requires an active commitment to justice, collaboration, and capacity-building, the drivers behind Trailhead's work.

### **What support or professional development can the fellow expect from their supervisor, other staff, or the organization?**

As the fellow's guide (Trailhead's term for 'supervisor'), the Director of Operations is a coach certified through the International Coach Federation and takes a coaching approach in professional development, primarily by designing the Operations Fellow role in a way that aligns best with the Fellow's interests and strengths. The Fellow will complete an extended Gallup Strengths assessment and will work with a staff that has deep and varied professional experience in public health, social work, business, leadership development, operations, and communications.

## Qualifications and Expectations

### **Required qualifications/skills/expectations:**

- Detail-oriented implementer
- Strong follow-through ability
- Excellent communication skills, including written, verbal, and listening
- Keen analytic, organizing, and problem-solving skills
- Willingness to practice Trailhead's core values: collaboration, inclusion, curiosity, innovation, reflection.

### **Preferred qualifications/skills/expectations:**

- Ability to come into the office 5-8 hours/week.
- Ability to determine how information and resources can be arranged for maximum productivity
- Demonstrated history of coordinating and completing tasks independently and on time

### **Advice for applicants considering this fellowship:**

We're a dynamic team of individuals that come from a range of experiences, including but not limited to public health. We're all passionate about making public health more sustainable and equitable, still integrating lessons learned from the global pandemic and centering the whole person in the design of all organizational operations. This will be a great opportunity for those interested in public administration and bringing a creative, outside-the-box lens to organizational infrastructure.

**Applicants interested in this fellowship should answer the following supplemental question on their interest form:**

1. What key and/or life experiences would you like to bring to this role?
2. What experiences with justice, diversity, equity, and inclusion would you bring to this role?
3. What else would you like us to know about you so that we best understand how you would approach this work?