



Program Manager

Re*New Upholstery Training & Incubation Program

Location: 15 Pamaron Way, Novato CA

Hours: 40 hours/week (Full Time)

Compensation: \$80,000–\$83,000 annually plus benefits

About Us

Make It Home Bay Area is a nonprofit furniture bank dedicated to transforming lives by providing gently used furnishings to individuals and families transitioning out of crisis. We are committed to exceptional service, sustainability, and creating meaningful community impact.

Through our Re*New Upholstery Training & Incubation Program, we expand that mission by transforming discarded furniture into hands-on workforce training opportunities for transitional-age youth while advancing environmental sustainability and craft-based career pathways.

As we expand this program, we are seeking a thoughtful, hands-on, and relationship-driven Program Manager to lead its continued growth.

Job Description

The Program Manager, Re*New Upholstery Training & Incubation Program oversees all aspects of Make It Home Bay Area's upholstery training pipeline, including cohort recruitment, curriculum delivery, workshop operations, student support, job placement, and industry partnerships.

This role sits at the intersection of workforce development, sustainability, and social impact and requires strong leadership, organization, collaboration, and operational oversight. The Program Manager is responsible for ensuring program quality, participant success, and measurable workforce and environmental outcomes.

In addition to program leadership, this role includes a hands-on instructional and creative component. The Program Manager supports upholstery instruction, shop production, and volunteer engagement while helping build a vibrant workshop environment that serves program participants, client needs, and the

broader community. Over time, this work contributes to the long-term sustainability and growth of the Re*New Program.

This is a full-time, exempt position based primarily on-site in Novato, with some flexibility depending on program needs.

Key Responsibilities

Program Leadership and Operations

- Lead and manage Level 1 to Level 3 training cohorts, internships, apprenticeships, and entrepreneurial labs
- Oversee daily workshop operations, curriculum quality, and instructional delivery
- Supervise and support instructors, mentors, and program staff
- Ensure a safe, inclusive, and productive learning environment
- Manage the flow of donated furniture into training labs to support curriculum and production needs

Instruction, Shop & Program Support

- Support and facilitate regular upholstery instruction for program participants
- Provide hands-on upholstery and production support for the Make It Home Shop
- Guide and support volunteers working in the upholstery workshop
- Collaborate with internal teams to ensure sufficient furniture inventory for client home set-ups

Youth Recruitment, Support & Outcomes

- Recruit and support transitional-age youth through partner organizations, including foster youth, disconnected youth, ELL youth, and low-income young adults
- Foster a trauma-informed and supportive learning environment that prioritizes retention and growth
- Support participant placement into paid internships, apprenticeships, employment, and entrepreneurial pathways
- Track participant progress, completion, and post-program outcomes

Partnerships & Workforce Pathways

- Cultivate and maintain partnerships with upholstery studios, designers, workforce agencies, and employers
- Serve as a representative of the Re*New program within the community and industry
- Collaborate with internal MIH teams to align training with organizational goals

- Support earned-income activities through the Make It Home Shop, including sales of participant-restored furniture

Data, Metrics & Impact

- Track and report program metrics, workforce outcomes, and environmental impact
- Support grant reporting and outcome measurement in collaboration with leadership
- Contribute to continuous program improvement and long-term sustainability planning

Safety & Professional Conduct Expectations

- Follow all Make It Home Bay Area safety policies and procedures at all times
- Use proper lifting techniques, team lifting, PPE, and moving equipment to prevent injury or damage
- Maintain a professional appearance and respectful communication with students, volunteers, donors and coworkers at all times
- Represent Make It Home Bay Area with honesty, care, and professionalism in all settings
- Avoid personal cell phone use during work hours except for work-related needs
- Maintain a drug- and alcohol-free workplace at all times, including while operating company vehicles
- Communicate proactively regarding schedule changes, time off, or safety concerns

Qualifications

- Five or more years of experience in workforce development, vocational education, craft trades training, or youth development
- Demonstrated experience managing programs, teams, and community partnerships
- Strong organizational, communication, and leadership skills
- Commitment to sustainability, hands-on learning, and trauma-informed practices
- Professional upholstery experience is preferred, but not required

Why This Role Matters

This role helps shape a training ecosystem that:

- Creates meaningful career pathways for underserved youth
- Revives a disappearing craft through hands-on education
- Diverts hundreds of tons of furniture from landfills each year

- Advances a more sustainable and equitable Bay Area
- Supports the development of a mission-aligned upholstery studio that strengthens long-term program sustainability

This position is fully funded in its initial phase and intentionally designed for long-term growth, leadership development, and expanded organizational impact.

What We Offer

- Competitive salary ranging from \$80,000 to \$83,000 annually
- A monthly stipend of \$50 for phone expenses and \$150 for transportation will be provided and included as part of your paycheck.
- Benefits including health insurance, paid time off, sick leave, holiday pay, and a 403(b) retirement plan.
- Opportunities for performance-based bonuses.
- Paid training and ongoing development.
- The chance to make a real difference in the lives of Bay Area families.

How to Apply

Please email your resume and a brief cover letter outlining your experience and interest in joining Make It Home Bay Area to: jobs@makeithomebayarea.org

Equal Opportunity Employer

Make It Home Bay Area celebrates diversity and welcomes qualified applicants regardless of race, color, religion, gender identity, sexual orientation, national origin, age, disability, veteran status, or any other protected characteristic. We are committed to creating an inclusive workplace for all.