

CASE STUDY: EMPLOYEE HANDBOOK

A 40-year-old nonprofit with an annual budget of \$400K was planning for continued growth and expansion but was lacking formal HR policies and documented operating procedures.

CHALLENGE

The Executive Director and the team managed HR and operations informally, relying on undocumented knowledge from the team. This posed a risk of knowledge loss and prolonged onboarding during personnel changes. Recognizing the need for growth, the organization sought to formalize policies and procedures, but the challenge was allocating time and resources with a small, resource-constrained team.

APPROACH

I began by discussing current HR and operational practices with the Executive Director and attending core program events to observe operational details. I reviewed internal materials, such as program packets and job descriptions, and gathered employee handbooks from peer organizations to identify key policy gaps. I organized the handbook into two parts:

1. **Employee Policies and Guidelines:** Clear policies addressing immediate and future organizational needs, with industry best practices noted for discussion with the Executive Director and board.
2. **Operational Procedures:** Detailed task descriptions aligned with job roles and program activities, including timelines, software, and vendor information.

Throughout, I worked closely with the Executive Director to ensure that policies were compliant, customized as needed, and aligned with the organization's growth vision.

OUTCOME

The 32-page Employee Handbook consolidated HR and operational practices, providing a clear guide for HR-related topics and reducing the risk of operational knowledge loss. It established a foundation for growth and consistency.



CLIENT FEEDBACK

"The handbook is **exactly what we needed** for our growth and sustainability."

"I've wanted to do this for years. Parker **made it happen efficiently** while keeping us involved."


"Parker helped us **clarify our priorities**, policies and procedures, making sure they're compliant, practical, and **aligned with best practices**."



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