

## 2020 Prospective Employee Information



Villagers work together to move winter food supplies into dry storage. 2017

Holden Village  
[www.holdenvillage.org](http://www.holdenvillage.org)

## Have you ever wanted to live and work in COMMUNITY?

For more than fifty years, Holden Village has welcomed all people of goodwill into the beautiful wilderness of the Railroad Creek Valley to be called, equipped, and sent for a sustainable life of faith. If you have gifts to bring to the Village as a manager or leader, we invite you to apply. The following information provides answers to frequently asked questions about living and working at Holden. **Thank you for your interest in employment opportunities at Holden Village!**

### What is Holden?

As you think about whether Holden Village is a good fit for you as a place of work, you might consider some key aspects of this unique wilderness community. The following information is designed to help you decide if the time is right for you to submit an application. So what is Holden?

### HOLDEN IS...

**Living in Community** The commitment of each staff member to personal growth, common work, a spirit of hospitality, and service to others is vital. These shared disciplines strengthen our sense of common purpose. Although Holden Village is a Christian community, we welcome staff and guests of all faith and non-faith backgrounds. We commit to creating and maintaining a community free from discrimination or harassment

toward any person because of race, religion, ethnicity, gender, sexual orientation, age, physical condition, or any other status protected by law. In work, play, and conversation – in agreement and disagreement – we offer ourselves to each other in mutual respect and forgiveness.

**A Special Place to Work** Employees and volunteer staff members are key to creating a place of welcome, celebration, and hilarity in all aspects of Village life. The staff supports Holden's ministry by helping the Village operate in their many work areas. Holden is able to offer reasonable rates to all who come here because of the dedicated volunteers, employees, and donors who support this ministry of hospitality.

**Wilderness Living** Holden Village is nestled in the Railroad Creek Valley on the north end of Lake Chelan. No roads lead to Holden Village, which makes the journey itself exceptional. Travel to and from the Village includes a ferry boat ride on Lake Chelan and a bus ride from the dock at Lucerne up to the Village. The Glacier Peak Wilderness boundary is less than a mile from the Village, so there are a number of beautiful hikes of varying difficulty levels right out of our back doors. Holden's remote location means that access to emergency medical care is anywhere from 4 hours to 4 days away. You should be in good health to consider volunteering and living in the Village. Another lifestyle adjustment is the limited access to technology. There is no cell phone reception in Railroad Creek Valley (though you may find reception if you climb some of the nearby peaks!). You are welcome to bring your phone to use as a camera or clock, but understand that you will lose cell phone reception soon after the boat leaves Fields Point Landing. Additionally, there are no television or radio signals that reach the Village. Employees have wireless access to our satellite internet, which is available in select locations around the Village. Due to the limited satellite bandwidth, internet can be used for email and other basic tasks, but functions such as streaming, video calling, and other activities with a large amount of data transfer are not allowed. As we seek to honor our unique wilderness setting, all Villagers are asked to avoid using technological devices in public spaces.

**Ministry and Worship: The Centerpiece of Village Life** Holden Village is a center for renewal and a Lutheran ministry welcoming people of all faiths and backgrounds into the wilderness to be called, equipped and sent by God. While work sends us in many directions throughout the day, we all commit to gathering as a community for daily

worship. Those who are interested in being more involved in worship can volunteer to read, sing, play an instrument, or help plan worship services.

**A Place Rich in its History** Holden was a mining village until 1957 when the mine was closed. In 1960, Howe Sound Mining Company gave the village to the Lutheran church; programs and ministry began in 1962. During normal operations, Holden attracts more than 6,000 people annually, most of whom come in the summer months and stay for about a week.

## Daily Rhythms, Seasons, Comings & Goings

Since its inception, the rhythms of the Village have been shaped by the seasons, the coming and going of staff and guests, the daily practices of worship, and gathering around the table. Holden Village, while set apart by its location, is not a static place exempt from the challenges of the real world. To the contrary, Holden is ever-changing, with a mix of people coming into the valley with their own stories and on their own journeys.

People new to the Village are often surprised by the busy, bustling nature of daily life. Summer and winter programs differ greatly in their energy, but both provide wonderful opportunities to engage your passions and your creative and intellectual pursuits. Villagers work hard and find themselves with multiple recreational and extra-curricular opportunities in addition to their work commitments.

Remember, too, that living and working in a retreat center bears little resemblance to being on retreat. Those who find most joy in serving here do so because they love to offer their gifts and time for the sake of others.

## Conditions of Employment

*All employees commit to the following conditions and sign an employment covenant prior to their arrival.*

**LEADERSHIP** – Holden Village relies on a few employees to provide consistent leadership within an ever-changing Village. In fulfilling an employee position, you provide leadership in the Village by articulating and carrying out the [mission and ministry](#) of Holden Village.

**WORSHIP** – Worship calls us to our purpose and vision as a community. As a Villager and staff member, you agree to the discipline of attending daily worship.

**HOSPITALITY** – Whatever one's position on staff, one of the primary ministries is hospitality to all people who step off the bus and into life at Holden. This includes sharing meals with strangers, engaging in conversation, and reaching out to one another through a kind word or deed.

**WORK AREAS** and **VILLAGE RESPONSIBILITIES** – Our work is a combination of the Village position we fill as well as the additional roles which contribute to our common life together.

- Employees are hired into specific, full-time positions, usually for a multiple-year commitment. As a supervisor of volunteer staff members and as someone who carries the responsibility for ensuring that the Village is functional, work hours will be determined by the needs of the day/week/season, and therefore, will vary extensively. Managers are typically on-call for emergencies.
- All volunteers serve in a variety of roles supporting common Village life, which take approximately 4 hours per week. This includes dish teams, stewarding compost, recycling, and landfill waste (“Garbology”), and fire stoking rotations in the winter to maintain heat in the boilers for various buildings. Position responsibilities and activities are to be scheduled around these tasks.

**STAFF MEETINGS** - The entire Holden staff meets weekly to introduce newly arrived volunteers, say goodbye to departing ones, discuss important issues, and share information relevant to life in the Village. Employees are expected to attend all staff meetings during their stay at Holden.

**VILLAGE SAFETY** – All staff members are expected to participate in maintaining a safe environment, to follow Village safety policies, and abide by state and federal law:

- No drinking to excess, drunkenness, or binge drinking.
- No drinking of alcohol by persons under 21.

- No provision of alcohol to anyone under 21.
- No use or possession of illegal drugs (including marijuana).
- No possession or use of firearms, including those for hunting purposes without express written permission from a director.
- No sexual harassment and/or assault of any staff member or guest.
- All staff members must be ready to respond in emergency situations.

## Employment Positions

### **Management Positions Available:**

The positions of Business Manager, Operations Manager, Community Life Manager, and Human Resources Manager require a longer commitment (two years or more).

### **Long-Term Employment Positions Available:**

Long-term positions provide an important foundation of continuity for the Village. Specific skills and qualifications, such as bookkeeping or knowledge of mechanics, are required for these long-term positions. Most positions are two-year commitments. Some positions have the option for additional years based on an annual review and invitation by the staffing committee.

**Holden Village Directors** are “called” by the Board of Directors to serve for specified terms established by the Board to meet the needs of the Village at the time of call.

### **Work Expectations and Responsibilities**

Holden Village employees serve in multiple roles including supervision, emergency response, leadership, and mentoring.

### **Terms of Employment**

Employees are hired into specific, full-time positions, usually for a multiple year commitment. As a supervisor of volunteer staff members and as someone who carries the responsibility for ensuring that the Village is functional, work hours will be determined by the needs of the day/week/season and therefore will vary extensively.

### **Supervision of Volunteer Staff**

As a Holden Village employee you will often serve as a supervisor, fulfilling a leadership role by assisting volunteers in their orientation, training, and work in the Village, as well as welcoming and integrating them into Village life. Supervising volunteers is different than supervising employees. You will need to be sure volunteers fulfill the terms of the Holden Village covenant they sign. However, volunteers should not be pressured into

working additional time beyond their scheduled hours. Every effort should be made to rearrange schedules and to encourage volunteers to attend teaching sessions.

### **Incident Command and On-Call**

Executive Directors and Managers employed by the Village serve in positions of “incident command” for any emergency in the Village (i.e. fire evacuation, search and rescue, medical evacuations). Members of the management team are on-call whenever they are in the Village and must coordinate time out of the Village to ensure that there is sufficient coverage. All managers carry radios so that staff can easily reach them when needed.

## **Compensation & Benefits**

Holden’s small number of employees helps to provide consistency and leadership through their positions as managers, coordinators and supervisors. In these key positions, employees enable the Village to operate more efficiently, which, in turn, results in a more robust, vital and healthy community.

Each employee receives the following:

- A salary which is paid on a monthly basis
- Room and board
- A benefits package (health, dental, vision & life insurance)
- Free parking at Fields Point Landing
- Pension plan option
- Labor and Industry insurance coverage for work-related injuries
- Personal time “out”: 37 days annually for 1-year commitment, 42 days annually for 2+ year commitment
- 7 round-trip boat tickets per year
- 21 Friends & Family Days per year and 21 half-value Friends & Family Days per year

\* Employees are expected to be in the Village during holidays and peak guest times. After all, Holden is a hospitality organization. That being said, employees in the Village for multiple years may want to spend time with family during holidays. Directors may grant requests for holiday time out of the village.

Employees must complete the length of service for which they made a written commitment in order to receive a completion bonus. Further details regarding the completion bonus can be found in the Employee Handbook.

Each employee’s compensation and benefits will be set forth on an individual employment contract. The signed contract is the legal document governing the employer/employee relationship between Holden Village and the staff member.

## Living in the Village: FAQs

### **Where will I live?**

Generally, employees are housed in one of the Village chalets (1930s-era houses) or the Agape building, which have simple and comfortable furnishings. All employees should expect to share common spaces such as living rooms and kitchens with other employees or long-term staff members; most bathrooms in long-term housing are shared by at least two staff members. Housing options are limited and strategically planned out with attention paid to individual and family needs. Families may be in shared housing and siblings may need to share bedrooms. Single long-term employees typically have a room to themselves, but may need to share a room upon arrival or when housing options are limited. Some employees may be housed initially in a lodge until a space opens in long-term housing; the Staffing office will let you know in advance if this will be the case for you. Temporary housing could last for anywhere from a few days to several months.

### **Can I bring my pets?**

Pets are not allowed at Holden Village for safety and health reasons. In accordance with ADA, service animals are permitted at Holden. If you have a service animal, please communicate that information to the Staffing office during your application process.

### **What will I eat?**

The Holden Village Dining Hall is where all Villagers share their meals. The Holden kitchen has a long history of preparing healthy, delicious meals. Holden serves a diet that emphasizes whole grains and legumes, fresh fruit and vegetables, nuts, seeds, dairy, and supplemented with ethically sourced meat products. Meals are served on a schedule, but there are some items, such as bread, cereal, and fruit, that are available 24 hours a day. The kitchen staff does its best to accommodate food allergies and sensitivities, but cannot guarantee that any of our food is completely free from food allergens. You will be asked to communicate any dietary restrictions in your application, but if you have specific questions about what to expect related to your dietary need, please be in contact with the Food Services Lead, [foodservice@holdenvillage.org](mailto:foodservice@holdenvillage.org) or by reading more about the [Holden Kitchen and food philosophy](#). Additionally, all chalets and Agape have kitchens that can be used by their residents for those occasions when you would prefer to prepare your own food.

### **Can I get medical care?**

Ongoing medical care is not possible at Holden. If you are coming for any period of time, you need to be prepared to only have access to basic first aid. Any illness or injury

that requires care beyond first aid typically requires a trip downlake to visit a medical provider in Chelan or Wenatchee. Plan to bring your own medications and any medical supplies you use regularly. While we typically strive to have an RN or EMT on staff, we cannot guarantee having a licensed medical staff person onsite at all times. Emergency medical care is anywhere from 4 hours away at minimum and up to 4 days away in the winter.

### **How will I stay in touch with friends and family?**

One of the most significant adjustments to Village life for new volunteers is limited Internet access. All employees have access to Wi-Fi, but don't count on Internet access as you know it. Due to the limited satellite bandwidth, internet can be used for email and other basic tasks, but functions such as streaming, video calling, and other activities with a large amount of data transfer are not allowed. Give some thought to how you will stay in touch without relying so heavily on the Internet. If there is an emergency, Holden has an emergency number where a message can be left. Share this link with your family and friends in case they need to contact you while you're in the Village:

[www.holdenvillage.org/contact/](http://www.holdenvillage.org/contact/). A satellite phone is also available for limited outgoing calls—you will learn more information about this resource at Staff Orientation.

### **How will I get to Holden?**

Because no roads connect to Holden, there are only two ways to arrive in the Village: by boat or by foot. More information about how to get to Holden can be found at <http://www.holdenvillage.org/visit/accessibility/>. All staff are responsible for paying their travel costs to the village.

### **How will I move to Holden?**

Previous staff members have shared that moving to Holden can be logistically complicated and stressful, especially if you are moving a family. Use the “Getting Ready to Come to Holden Village” document to help you plan what to bring; the Staffing office can also provide other tips and suggestions. The Lady of the Lake boat will charge you freight if your belongings weigh more than 75lbs. Their website ([www.ladyofthelake.com](http://www.ladyofthelake.com)) has more detailed information. All staff are responsible for paying their travel costs to the Village.

### **Is Holden accessible to those with mobility limitations?**

Holden strives to be accessible to as many people as possible, but our site and weather conditions result in some limitations. During the summer months, housing is available for volunteers who require or prefer a first-floor room. Most volunteer positions involve physical activities such as lifting, walking, and standing, but the Staffing office can work with you to identify roles that match your needs, skills, and interests. In the winter months,

some buildings are closed and access to all buildings is modified by the amount of snowfall, which pose notable challenges for those with limited mobility. The Village is not wheelchair-accessible while snow is on the ground (mid-late October through mid-late May); traction devices for your shoes/boots and hiking/trekking poles can assist when walking on the packed snow paths between buildings. Please be aware we are an equal employment opportunity employer, so we will provide reasonable accommodations to qualified candidates with a known protected disability assuming the accommodation does not cause undue hardship or direct threat to health and safety. Please speak with Human Resources at [hr@holdenvillage.org](mailto:hr@holdenvillage.org) if you have questions.

### **What will I do after my commitment to Holden?**

No one comes to live in the Village permanently, but many staff come without having specific plans after their time of service. It can be more challenging to look for a job or make plans for what comes after Holden while still in the Village, so it is important to proactively think through how you will transition from the Village after your time of service.

## HOW TO APPLY:

### What do I need to complete?

- **Cover Letter and Résumé.** Please include a cover letter introducing yourself and explaining your interest in the position for which you are applying. Also include a current résumé of your work and education background.
- **Application Form.** Fill out the employee application found on Holden's website.
- **Application Essays.** Submit written responses on a separate sheet. Due to our location, a formal interview is a challenge. The answers to your essays will help us get to know you prior to a telephone or in-person interview.
- **Covenant.** Be sure to read and sign the Holden Village Employee Covenant.
- **References.** You need three references who will complete the reference form and send it directly to Holden via mail or email. References should not come from a relative.
- **Health and Wellness Form.** A Health and Wellness form will be sent with any conditional offer of employment. The offer to join Holden's staff will be contingent on an assessment by our medic and/or medical director that your health permits you to live and work safely in such a remote location.
- **Disclosure and Authorization Form** for a background check. This form will be sent with any conditional offer of employment. The offer to join Holden's staff will be contingent upon the results of the background check.

### When and how will I hear from you?

- Holden begins to process your application only after all pieces of the application have been received at the Staffing office, including reference(s). If you want to know the status of your application, contact the Staffing office.
- The directors and current managers will likely want to conduct a telephone or in-person interview. You will receive an e-mail to make mutually convenient arrangements.
- Accepted applicants will receive a conditional offer of employment via e-mail, along with a Health and Wellness form and Disclosure and Authorization form which will need to be submitted and processed prior to finalizing an offer of employment.
- Upon the medic's review of your Health and Wellness form, and after your background check has been successfully processed, you will receive an offer of employment setting forth the terms of your employment, including compensation and benefits. You will also receive additional information about living in the Village.
- The **minimum** amount of time from receipt of **all** your materials to the time when a decision will be made is at least a month, but the process sometimes take longer. We encourage you to check in on the status of your application by emailing the staff coordinators.

- Although there are exceptions, we usually fill positions 3-4 months before they open.

### Application Tips

- **Essays:** We want to get to know you! Much thought and consideration is put into finding the right employees. The more specifics you can give us in your application regarding your skills, interests, and experience, the more we are able to think about how you might best fit Holden's needs.
- **Position Descriptions:** Look at the description of the employee position on the website. Relate your own experience and gifts that are relevant to the position for which you are applying.

**Thank you for considering an employment position at Holden Village!**  
**If you have any questions during this process please feel free to contact**  
[staffing@holdenvillage.org](mailto:staffing@holdenvillage.org)