

**Position Title:** Community Outreach and Volunteer Coordinator

**Position Status:** Full-Time

**Reports To:** VP Development

**Supervision Exercised:** Volunteers & Groups

### **About Us**

For over 160 years St. Ann's Center for Children, Youth and Families has helped mothers and children overcome crisis and achieve lasting independence and stability by providing a safe and supportive home, child care, education and employment assistance, and clinical social work services. If you are looking for a meaningful career in social services, come work with our collaborative, creative and supportive staff at St. Ann's.

### **Summary**

Responsible for the development and implementation of an effective and rewarding volunteer program including the identification of volunteer opportunities, volunteer recruitment, training, supervision, debriefings, and community outreach and education. Assists with the acquisition of in-kind donations, support of special events and completion of monthly reports. The candidate works closely with the Residential Programs, Child Care Center and Social Work Services Departments to ensure volunteer management is in compliance with operations and supports program needs.

### **Qualifications**

- Bachelor's Degree in Human Services, or related field (5 years' relevant experience may be considered in place of a degree) and 1-3 years' experience as a volunteer coordinator and/or experience working with customers/clients.
- Experience in resource development, and the coordination and training of volunteers, preferably in a nonprofit or community-based organization.
- Ability to communicate with and relate to individuals of all ages, backgrounds, and skills.
- An understanding and respect for the confidentiality of clients.
- Excellent written and verbal communication skills with an ability to facilitate reflective and educational discussion with individuals and groups.
- Excellent computer skills including knowledge of all Microsoft Office programs and experience using web-based data management systems. Knowledge of Arreva Donor Relationship Management database and Canva helpful but not required.
- Excellent organizational skills.
- Willing and able to work a flexible schedule, including some nights, weekends and possibly some holidays.

- Maryland Driver's license and willingness to travel to community groups, businesses, schools, churches and other destinations in the region.
- Demonstrates emotional maturity, integrity and adaptability.

### **Primary Duties**

- Develop and implement a robust community outreach program to increase awareness and build relationships with community organizations, businesses, schools, and churches.
- Represent St. Ann's at community outreach events.
- Maintain a record of all community outreach efforts including name of company, number of attendees and any follow up needed.
- Prepare monthly report of community outreach efforts including statistics and other relevant information.
- Assist in the creation of materials for outreach and volunteer recruitment, working with the Marketing Communications Manager and Program Directors.
- Recruit, screen, train, manage and evaluate all individuals and groups providing volunteer services at St. Ann's.
- Coordinate the volunteer application process assuring proper paperwork and clearances are completed.
- Conduct annual staff training for purposes of understanding the role of volunteers and staff responsibilities for supervision.
- Identify volunteer opportunities in conjunction with Directors and evaluate the volunteer's service.
- Maintain communication with Directors about volunteer schedules, volunteer and donation needs, and volunteer conduct.
- Direct the development of appropriate recognition, retention and motivational programs for volunteers, including an annual recognition event.
- Support a welcoming and positive environment for volunteers.
- Maintain a database of volunteers, track number of volunteers, and donated hours of service; keep a log of all volunteer inquiries and respond within 72 hours.
- Assist with the acquisition of in-kind donations through community outreach and volunteer efforts.
- Accept and complete other duties as assigned.