



Volunteer and Community Engagement Manager Job Description

General Job Description:

Primary: The Volunteer and Community Engagement Manager schedules and supervises volunteers and provides recruitment, training, and coordination of all volunteer functions within the Little Portion Friary. Develop, promote, and maintain a wide range of volunteer opportunities within the organization. This individual will regularly engage in outreach and communication with community partners, agencies, businesses and individuals to promote Little Portion Friary. The Volunteer and Community Engagement Manager will also assist with marketing initiatives to increase public awareness of Little Portion Friary and engage new volunteers, donors, and partners.

Job Duties and Responsibilities: (Other duties may be assigned as appropriate)

Coordination of active volunteers:

- Maintain the volunteer schedule of over 100 volunteers across 2 sites and fill vacancies.
- Ensure LPF is staffed to support the various areas of operations, to include housekeeping, cooks, social work, administration, IT, education, outreach, marketing/communications, etc.
- Coordinate onboarding and training of new volunteers as well as regular training and development opportunities for current volunteers
 - Maintain records of volunteer training and ensure that volunteers maintain state/county/agency required certifications (i.e., First Aid/CPR, ServSafe, etc.)
 - Pair new volunteers with more experienced volunteers to provide a mentor relationship
- Informally and formally assess volunteer staff regularly to assess needs for support and development
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations
- Develop and maintain volunteer policies and procedures, as well as a volunteer handbook and code of conduct/standards of service guide
- Organize and participate in volunteer recognition events and programs throughout the year

Recruitment of new volunteers:

- Recruit, interview and place applicants for volunteer work
- Develop a recruitment strategy and host and attend recruiting and community engagement events to attract qualified candidates
- Work with local professional associations to publicize opportunities for volunteers
- Coordinate with community partners such as schools, churches, businesses for volunteer and in kind fundraising.
- Assist with social media and marketing by updating social media accounts and website, taking pictures and providing content ideas

Volunteer Support and Communications:

- Provide ongoing support and guidance for volunteers
- Act as primary point of contact for volunteer communications
- Confer with volunteers to resolve grievances and promote cooperation and positive environment and experience
- Create and distribute various communications and publications and facilitate distribution of information relevant to volunteers

Marketing and Outreach

- Assist Executive Director with outreach and marketing activities, including public speaking engagements, informational presentations about LPF in the community, and other outreach events
- Assist with the upkeep and maintenance of the LPF website and social media accounts
- Cultivate relationships with current and potential new donors

Qualifications

To be successful, an individual must be able to perform each job duty satisfactorily.

Education and Experience

- Bachelor's or Associate's degree in marketing, communications, or related field preferred
 - Equivalent work experience without a degree will be considered
- Experience managing volunteer programs or leading teams
- Knowledge of management principles and evaluation techniques related to volunteer programs
- Experience with social media and marketing /communications required

Skills

- Must be able to multitask
- Proficient in basic computer applications, such as word processing, spreadsheets, email, web research, Google documents, and social media sites
- Record keeping skills
- Organization and planning skills
- Strong interpersonal communication skills and public speaking skills

Capabilities

- Demonstrated capability to conduct one's self in a calm and professional manner when dealing with the public and/or with difficult situations
- Demonstrated capability to effectively communicate orally and in writing, including public speaking
- Ability to work well with a diverse group of staff and volunteers
- Willingness to adjust hours to accommodate the needs of the job
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

Time Commitments

- A flexible 40 hours a week schedule
 - Of the 40 hours some will be scheduled as staff as call offs arise
 - Occasional attendance at special events for recruitment; i.e. tables at community events, that

may be scheduled outside of normal working hours

Salary Range

\$45,000-\$52,000

Email Resumes to Kaitlin Price, Executive Director at director@littleportionfriary.com