



**Job Title:** Volunteer and Community Engagement Coordinator

**Reports To:** Manager, Annual Giving

**Classification:** Non-Exempt

**Supervisory Responsibilities:** None

**Date:** 7/22/2021

**Our Mission:** Grace Place puts faith into action, providing pathways out of poverty by educating children and families.

### **Summary/Objective:**

Working under the Manager, Annual Giving as a part of the Development team, the Volunteer and Community Engagement Coordinator will be responsible for mobilizing and coordinating volunteers to enhance the vision and mission of Grace Place, ensuring effective volunteer management and a positive volunteer experience. The Volunteer and Community Engagement Coordinator ensures the positive and effective equipping and management of volunteers.

### **Essential Duties and Responsibilities:**

#### **Community Engagement and Recruitment**

- Establish community relationships with churches, schools, civic and service organizations in order to recruit volunteers and promote Grace Place.
- Develop and manage a system for frequent and regular publicizing of volunteer needs through various channels. Implement effective strategies to recruit the appropriate volunteer with the corresponding skills.
- Implement effective strategies to recruit the appropriate volunteer with the corresponding skills.

#### **Volunteer Engagement and Retention**

- Orient volunteers to increase their understanding of the organization, its clients, its services and the role and responsibilities of volunteers.
- Establish and implement a process for evaluating the contribution and satisfaction of individual volunteers.
- Ensure that volunteers are provided with training and supervision to be successful in their positions.
- Plan and implement formal and informal volunteer acknowledgments to recognize the contribution of volunteers to the organization.
- Assist with conflict resolution among clients, staff and volunteers according to established procedures.
- Implement key communication strategies with volunteers in conjunction with the program staff.

#### **Volunteer Administration**

- Manage a volunteer database of each volunteer ensuring documentation within Raiser's Edge and Volunteer Reporter. Ensure timely and accurate compliance with screening, record keeping of skills and interest, recording of volunteer hours and child protection policies.
- Ensure that all volunteers have been successfully placed into a volunteer position.
- Assist program managers in the scheduling of all volunteers and developing

job descriptions.

- Meet with staff regularly to assess volunteer needs.
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures.

### **High School Service Learning**

- Facilitate relationships with local High Schools to promote Grace Place.
- Orient High School volunteers to increase their understanding of the organization, its clients, its services, and the role and responsibilities of volunteers.

Performs any other duties or responsibilities as requested.

### **Qualifications:**

#### **Education and Experience:**

- Bachelor's degree.
- At least two years' experience in an educational or service organization, preferably with experience in volunteer coordination or management.

#### **Knowledge, Skills and Abilities:**

- Proficiency in Microsoft Word and Excel, use of the internet and basic computer skills sufficient to maintain program records and budgets, generate publicity materials, and communicate with clients, volunteers, partners and community.
- Professional, confidential, honest, and reliable person. Must have an even disposition with a poised confidence and have the ability to deal effectively and politely with people from different backgrounds, experience levels and in all types of situations. Must have the capability to evaluate problems accurately and display good judgment.
- Will have access to and use of confidential information pertaining to donors, supporters, volunteers, and constituents and must have a good sense of diplomacy.
- Highly organized, detail-oriented, and have the ability to work independently, competently and efficiently in a multi-task environment.
- Maintain members and participate in professional activities of appropriate local, state, and national organizations.
- Excellent interpersonal, presentation, verbal and written communication skills.
- Excellent project management, budgeting, planning and organizational skills.
- Strong leadership qualities; ability to inspire and motivate others, as well as set and maintain high standards and expectations; ability to train, supervise and provide direction and evaluation.
- Commitment to the mission and core values of the organization.
- Professional, confidential, honest, and reliable person. Must have an even disposition with a poised confidence and have the ability to deal effectively and politely with people from different backgrounds, experience levels and in all types of situations. Must have the capability to evaluate problems accurately and display good judgment.

### **Additional Information:**

As members of the Grace Place team we all value and support the Grace Place Vision, Mission, Faith Statement and Organizational Core Values.

**Work Environment:** Position requires working in numerous locations which include varied temperature, noise level, and other factors that may affect a person's working conditions while performing the job.

**Position Type and Expected Working Hours:** Fulltime or Part-time (part time is defined as someone who is working 40 hrs or less a week) Anticipated working hours of approximately 9am-5pm Monday through Friday, including some evenings and weekends as needed.

**Physical Demands:** Bending, sitting, and standing for long periods of time. May require lifting objects weighing up to 20 lbs. as needed.

**Additional Eligibility Qualifications:** Background check, fingerprinting required.

### **Organizational Competencies:**

The following competencies are organizational in nature in that all Grace Place employees are expected to exhibit these competencies and will be part of the basis for their performance evaluation.

**Work Ethic and Commitment:** Extent to which the employee takes pride in his or her work, and is dedicated and committed to excellence in personal goals and organizational mission. Extent to which a significant volume of quality work is performed efficiently in a specified period of time; employee is a peak performer with a high energy level.

**Initiative and Problem Solving:** Degree to which employee takes active steps to set and achieve tasks/goals on a timely basis. Is a self-starter and solution-seeker who possesses a sense of urgency and takes action with minimal instruction. Is able to identify issues/problems and possible solutions and is willing to act on the solutions.

**Service Orientation:** Extent to which the employee understands and exhibits behaviors that enhance and improve the experience of various stakeholders: students/families, volunteers, donors/supporters, and community partners. Knows and acts upon what it takes to deliver value. Makes a genuine effort to listen to stakeholders and seeks to understand and resolve needs/issues.

**Judgment and Decision Making:** Ability to arrive at sound decisions in a timely manner with positive results. Understands and utilizes core values of organization and relevant policies and seeks appropriate guidance when needed.

**Quality, Care, and Dependability:** Extent to which work is accurate, thorough, and neat. Degree

of reliability in performing tasks, following instructions and meeting deadlines. Employee possesses the ability to produce reliable work without follow-up or inspection.

**Teamwork and Interpersonal Relations:** Extent to which employee is positive and projects a willing-to-please attitude, cooperation, and team spirit. Understands goals of the department, as well as collaboration with other departments, and is willing to accommodate the personnel, tasks, and situations involved in order to accomplish department and organizational goals. Consider employee relationships with other staff, volunteers, students/families, and community partners.

**Communication Skills (oral and written):** Communicates effectively and accurately both orally and in writing with individuals and groups; presents ideas in an organized, clear and concise manner; employs tact and discretion; listens well; offers appropriate feedback. Listens to others. Communicates with a clear message and is open to different perspectives. Ensures that the receiver hears and understands the message.

**Job Knowledge and Technical Skills:** Extent to which the employee possesses the practical and technical knowledge of duties, functions, work safety procedures, policies, and takes responsibility for reviewing and up-grading areas of expertise and development of new skills as needed.

**Planning and Organizing:** Level of effectiveness in planning and organizing daily work. Ability to achieve short- and long-range objectives. Assess organization of work and time management skills.

**Professional Image:** Extent to which the employee projects a professional image through appearance, conduct, and work areas.

### **Equal Employment Opportunity Statement:**

Grace Place values diversity in the workplace and among our partners and other stakeholders.

It is the policy of Grace Place to provide equal employment opportunities to all qualified employees and applicants on the basis of experience, training, education, and ability to do the available work without regard to race, color, religion, sex, national origin, age, disability, marital status, pregnancy, veteran status, sexual orientation, gender identity, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by Grace Place where appropriate.

Employees and applicants shall not be subjected to harassment, intimidation or any type of

retaliation because they have (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state or local law requiring equal opportunity; or (4) exercised any other legal right protected by federal, state or local law requiring equal opportunity.

The above-mentioned policies shall be periodically brought to the attention of supervisors and shall be appropriately administered. It is the responsibility of each supervisor at Grace Place to ensure affirmative implementation of these policies to avoid any discrimination in employment. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies could be considered a disciplinary offense.

**Disclaimer:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.