

Job Description

Job Title:	Community and Volunteer Engagement Coordinator
Department:	Administration
Reports To:	Director of Communications and Community Engagement
FSLA Status:	Exempt
Job Code:	2
Grade:	S25
Date Last Revised:	07/10/2014



About El Buen Samaritano: El Buen has played a vital role in strengthening families in Central Texas since 1987. Growing from a small rock house to its current 11-acre campus in South Austin, today, programs and services range from community health and integrated care, to family engagement and literacy services.

Volunteers are critical to the work we do. They are deeply embedded in our programs and services. About 200 volunteers implement ongoing programs throughout the year: From tutoring youth, to teaching English as a Second Language (ESL), to operating the food pantry. Their service has an incredible impact on our clients, and we deeply value their time and vested efforts in our mission.

Job Purpose: Under moderate supervision, the Community and Volunteer Engagement Coordinator manages the recruitment, onboarding and placement of volunteers; represents the organization in various Episcopal churches and schools; manages events logistics; and maintains volunteers engaged through stewardship and appreciation initiatives.

Essential Functions:

RECRUITMENT AND PLACEMENT:

- Recruits, orients, cultivates, and evaluates volunteers to ensure El Buen offers a positive and enriching volunteer experience
- Assists program staff with volunteer needs by developing effective volunteer management programs
- Coordinates cross-departmentally to identify opportunities for the utilization and placement of skill-based volunteers (high-level volunteers)
- Ensures "Safeguarding God's Children" compliance; routinely conducts training sessions on campus

EVENT MANAGEMENT:

- Inspires volunteer committees through the planning and execution of the Viva la Salud Health Fair in the spring, Hands for Hope in the fall and other events
- Hosts volunteer information sessions and training sessions
- Manages all aspects of event logistics

STEWARDSHIP AND APPRECIATION:

- Develops and implements initiatives to maintain volunteers engaged and invested in the mission of El Buen
- In collaboration with Development Department, identifies volunteers with the capacity to transition into donors
- Develops a retention program for current, one time volunteers to transition into recurring volunteers.

OUTREACH AND ENGAGEMENT:

- The Episcopal churches and schools play a key role in the fulfillment of our mission through their volunteerism. The Volunteer and Engagement Coordinator develops and carries out an outreach and volunteer engagement strategy with the Austin's Episcopal community
- Schedules and participates in speaking engagement opportunities at Episcopal churches and schools
- Represents and advocates for the organization in the community
- Attends volunteer fairs

- **OTHER ESSENTIAL FUNCTIONS:** In collaboration with the Director of Communications and Community Engagement, creates, develops, evaluates and promotes a volunteer program from faith-based groups, corporate groups, civic groups, academic interns, skill-based volunteers and others.
- Schedules and tracks volunteers using Raiser's Edge, maintaining related information and paperwork (e.g. Safeguarding certifications, sign-in sheets, service hours) and submitting reports as assigned.
- Implements volunteer management best practices.
- Engages in resource development by actively seeking out potential resources in the community, specifically for volunteer projects and events.
- Exemplify excellent customer service: timely responses, punctuality and attendance, treating others with respect, distributing quality product, being knowledgeable and providing accurate information, and using appropriate verbal and non-verbal communication.

Other Duties:

- Engages in organization capacity-building activities.
- Performs other duties as assigned.

Competencies:

- Approach to Work - demonstrates initiative, flexibility and adaptability; productivity; cooperation; accountability; takes personal responsibility for the quality and timeliness of work; adapts to changing business needs, conditions and work responsibilities.
- Customer/Client Focus – consistently applies principles and processes for providing outstanding customer service; can describe the clients' needs and expectations and shows interest in, anticipates and responds timely to client needs; seeks customer feedback and ensures needs have been fully met; continually seeks ways to improve service delivery.
- Professionalism - works effectively under pressure; treats co-workers and other associates with professionalism and respect; welcomes, responds, and takes corrective actions and constructive criticism; embraces own responsibilities and holds self and others accountable; diplomatically handles challenging or tense interpersonal situations; earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Interpersonal/Communication Skills - consistently demonstrates effective oral and written communication at all levels; engages in interactive dialogue (combination of speaking and listening) which fosters positive and cooperative working relationships; demonstrates a respect for differing views; has the confidence of other people; shares information appropriately, timely, with tact and diplomacy; keeps his/her supervisor(s) informed as appropriate.
- Judgment/Decision-Making Skills - sets and carries out priorities; balances competing and/or conflicting interests; develops logical and creative solutions to problems and makes effective decisions; identifies areas for improvement and either works with team and supervisor to implement or recommends to supervisor.
- Development and Continual Learning – displays an ongoing commitment to learning and self-improvement; seeks and acquires new competencies, work methods, ideas, and information to improve own efficiencies and effectiveness in the role; asks for and utilizes feedback to improve performance; timely completes all assigned training courses.
- Teamwork and Partnering – promotes cooperation within a team to achieve goals and deliverables; acknowledges and celebrates the achievements of others; encourages unity through sharing of information or expertise, working together to solve problems; builds constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect; maintains an open, approachable manner and treats others fairly and respectfully; preserves others' self-confidence and dignity and shows regard for their opinions.
- Safety Focus – performs work in a safe manner at all times; adheres to all workplace and trade safety laws, regulations, standards, and practices; avoids shortcuts that increase health and safety risks to self or others; reports potential hazards or safety concerns of which they become aware; utilizes personal protective gear and other safety equipment as appropriate.

Knowledge, Skills and Abilities:

- Bachelor's degree or equivalent experience, and
- Minimum of 3 years of proven work experience in volunteer coordination, development or related nonprofit work, or
- An equivalent combination of education and experience sufficient to perform the essential duties of the job.

- Ability to effectively communicate (strong oral and written communications skills) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
- Ability to generate enthusiasm and interest from others for working in El Buen’s programs.
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge.
- Demonstrated ability to problem solve, analyze data, make good decisions, attend to details, and prioritize multiple projects at one time.
- Advanced computer skills (word processing, spreadsheet, database management, email).
- Raiser’s Edge experience preferred.
- Event planning and fundraising experience preferred.
- Conversational Spanish preferred

Working Conditions and Physical Demands:

- Continuous indoor work; occasional outdoor work
- No hazardous or unpleasant conditions caused by exposure to extreme temperatures, moving machinery, noise, dust, etc.
- Work is generally sedentary in nature, but may require standing and walking for up to 20% of the time.
- Requires hearing and visual acuity
- Keyboard Dexterity
- Frequent verbal contact with others
- Rapid work pace, with frequent deadlines
- Frequent evening and weekend work
- Must be able to drive to attend offsite meetings in the local community
- Must be insurable by El Buen’s company vehicle insurance carrier

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

Internal/External Contacts: Type and frequency of internal/external contacts.

Contact	Reason	Frequency
Directors	Administrative/Resource Development	Daily; Often
Board	Administrative/Resource Development	Occasionally;
Vendors	Administrative/Resource Development	Weekly; Often
Funders	Administrative/Resource Development	Occasionally; Often
Community Organizations	Resource Development	Weekly; Often
Community Partners	Resource Development	Weekly; Often
Businesses	Administrative/Resource Development	Weekly; Often
Staff	Administrative/Resource Development	Daily; often
Volunteers	Administrative/Resource development	Daily; often

Financial Responsibility: signature authority on contracts and tax forms, not checks or banking issues, budget controls and expenditure levels

- Recommends budget levels.

Decision Making: level and effect on policies and procedures. Does this position develop, recommend, approval by Executive Director, Finance Committee and/or Board of Directors.

- This position recommends policies and procedures for approval.

Confidentiality: level of confidentiality such as proprietary, financial, personnel, strategic.

- Financial
- Strategic

Disclaimer: The above information on this description has been designed to indicate the general nature and level of work performance by employees within this classification. It is not designed to contain or be interpreted as comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____