Volunteer and Community Relations Coordinator

Program Purpose
The Volunteer and Community Relations Coordinator (VCRC) is responsible for implementing an energetic and successful volunteer and intern recruitment program that includes orienting, training, scheduling and retention strategies, designed to ensure that UCM can fulfill the needs of over 10,000 clients each year. UCM presently averages approximately 2,000 volunteers -- general and specialized -- per year to assist in the delivery of our programs. The Volunteer and Community Relations Coordinator plays a critical role in ensuring the delivering our services and raising the awareness within the community of UCM and its mission.

Position Overview
The VCRC has the responsibility for: 1) strategically cultivating relationships with individuals and partnerships with the faith and business communities, social and civic organizations, colleges and universities, retired professionals and others that result in volunteers and in-kind donations; 2) monitoring, implementing and training both staff and volunteers on best practices in volunteer management and community relations; 3) raising the visibility of UCM via community outreach and multi-media avenues; 4) representing UCM as a participant, speaker or convener of community events. This is a full-time position and requires experience in both human services and volunteer management.

Performance Measures
- Successfully recruit, train and place general and skilled volunteers in all UCM programs.
- Lead UCM volunteer training sessions and tours of UCM facilities, ensuring the understanding of volunteers and interns as to UCM’s mission and our community served.
- Develop and maintain volunteer position descriptions.
- Nurture an ongoing relationship with volunteers and interns; solicit feedback through timely evaluations to ensure that their UCM experience is a positive one.
- Lead volunteer recognition efforts and events.
- Maintain the volunteer database and volunteer website page. Report all statistical and narrative data in a timely manner to appropriate staff.
- Provide ongoing community outreach and education, in conjunction with the UCM Development and Program teams to ensure volunteer goals are met through involvement with the faith and business communities, social and civic organizations, colleges and universities, retired professionals and others.
- Write and coordinate the monthly distribution of a Volunteer eNewsletter.
- Represent UCM at outside events including speaking engagements.
- Organize annual events including the Back-to-School Backpack Program, Stamp Out Hunger, the annual Holiday Gift Room Collection and other in-kind donation driven activities.
Keys/Predictors of Success

- Significant increase in the number of individual volunteers and volunteer groups to meet the programmatic and administrative needs of UCM.
- Reliable volunteers and interns recruited and retained who make long-term commitments to UCM.
- Fully implemented training programs for volunteers and interns that address the specific needs of each UCM program area.
- Volunteers who increase their commitment to UCM by recruiting other volunteers or becoming financial supporters.
- Enhanced image of and understanding with the community for the mission and programs of UCM.

Job Scope

<table>
<thead>
<tr>
<th>Position reports to:</th>
<th>Director of Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisory Accountability:</td>
<td>None</td>
</tr>
<tr>
<td>Organizational Accountability:</td>
<td>Executive Director, Members of the Executive Leadership Team, Program Staff</td>
</tr>
<tr>
<td>Client Accountability:</td>
<td>Indirectly through assistance with providing volunteers and interns for UCM’s programs.</td>
</tr>
</tbody>
</table>

Preferred Qualifications

- Bachelor’s degree preferred.
- A minimum of two years of experience as a volunteer coordinator or in a similar position.
- Skills Required
  - **LEADERSHIP** - Proven ability to foster collaborations across diverse constituencies in a low income community and inspire confidence and motivate all ages and ethnic groups to collectively meet common objectives. Strong experience in participatory leadership.
  - **RESULTS ORIENTATION** - Demonstrated strong skills and a track record for sustained measurement of program outcomes, ability to work independently and in teams to achieve desired results.
  - Friendly disposition and experience working with a variety of people.
  - Ability to effectively build relationships with UCM’s community partners and stakeholders.
  - Comfortable and able to speak in front of mid to large size groups. Ability to effectively build relationships with UCM’s community partners and stakeholders.
  - Flexible schedule to include some evenings and weekends.
  - Strong written and verbal communication skills.
  - Knowledgeable in Microsoft Office Suite, particularly Word, Excel and PowerPoint.
  - Knowledgeable in social media marketing.
o Capacity to work effectively as a team member.

o Able to meet U.S. Department of Justice and Virginia Child Protective Service requirements for employment verification and background checks.

o Valid driver’s license, good driving records and proof of automobile insurance coverage.

Travel

Travel to and from satellite UCM location and meeting sites with a 3-5-mile radius is expected. Mileage reimbursement is provided.

EEO Statement

UCM provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, UCM prohibits discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to veteran status, uniformed service member, status, race, color, religion, sex, age, national origin or ancestry, physical or mental disability or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

Other Duties

Such other duties needed to help drive our Vision, fulfill our Mission and abide by our Organization’s Values.

To Apply:

Candidates for the position of Volunteer Coordinator and Community Relations should submit the following;

- Letter of Interest
- Resume
- Salary requirements
- Two samples of narratives or written statements that characterize your writing style.

Submit documents to hr@ucmagency.org. Compensation is commensurate with experience and includes a competitive benefit package. Additional information about United Community Ministries is available at www.ucmagency.org