



## Community Engagement Coordinator

### **MISSION STATEMENT**

It's our mission to empower the working poor and homeless to achieve personal independence through transitional housing, education, accountability, and community support.

### **POSITION OVERVIEW:**

The Community Engagement Coordinator will assist with the growth, development, coordination, and execution of Hillcrest Hope's year-round, community engagement initiatives including special events and volunteer communications. This role is responsible for establishing and maintaining a strong connection between Hillcrest Hope and the community, for the purpose of engaging volunteers, churches, groups, and raising awareness of Hillcrest Hope programs and services. This role supports the Development and Marketing department.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

#### **I. Volunteer Recruitment and Coordination**

- a. Develop and execute a comprehensive recruitment, orientation, retention, and recognition plan for individual and group volunteers to ensure that all volunteers are knowledgeable and feel appreciated. Training and supervision of volunteer efforts is delegated to the team in the area where the volunteers are assigned.
- b. Establish and maintain complete and accurate records including volunteer policies, procedures, position descriptions, profiles, standards of conduct, and, where applicable, background checks.
- c. Collaborate with Program, Thrift Store, and Development Leadership in developing and maintaining a comprehensive list of involvement opportunities throughout the organization for individuals and group volunteers and collaborative partners.
- d. Work with all departments to track, collect, and report on all individual and group volunteer activities to include number of volunteers, number of hours, and in-kind contribution value of service.
- e. Consistently provide feedback opportunities for all volunteers, including, but not limited to, surveys and periodic focus groups.
- f. Serve as a point of contact for all volunteers and assist in resolving any grievances to promote cooperation and teamwork.
- g. Evaluate all aspects of the volunteer program to ensure effectiveness and to recommend/implement changes as appropriate.

#### **II. Engagement and Stewardship**

- a. Establish and maintain strong, positive relationships with collaborative partners, churches, sponsors, donors, and volunteers ensuring that mutually agreed upon expectations are being met.
- b. Assist the Development & Marketing department on events and working with committees.
- c. Lead Christmas Adoption in collaboration with member of the Programs Team.
- d. Research and attend events to recruit volunteers and educate the community on the mission of Hillcrest Hope and the opportunities to engage with the organization.
- e. Collaborate with leadership team to develop and refresh outreach presentations, scripts, and collateral materials.
- f. Coordinate and schedule speaking opportunities for director-level staff.
- g. Conduct tours as needed.

### III. Communication and Marketing

- a. Serve as primary contact for all requests to volunteer/collaborate including, telephone, voicemail, email, and written requests and ensure a timely response.
- b. Collaborate with staff to create print materials related to volunteer opportunities, fundraising, and partnership opportunities. Work with program staff to understand and communicate effectively about Hillcrest Hope projects and accomplishments to be able to share these with investors, potential investors, and community organizations.
- c. In collaboration with the Development and Marketing department, collect stories from program staff, volunteers, and donors, to include in the quarterly newsletter and monthly thrift store newsletter.
- d. Assists in the development and editing of the print and electronic newsletters.
- e. Assist with social media content planning and creation.
- f. Assist with website content updates.

### IV. General Administrative Support

- a. Provide Leadership Team with daily operational support as needed: receiving mail, greeting visitors, setting appointments, placing orders.
- b. Other duties as assigned.

#### Key Competencies:

- Ability to work in a spirit of collaboration within a team structure. Ability to multi-task and manage deadlines.
- Ability to demonstrate creativity, initiative and resourcefulness. Ability to comfortably engage with new contacts.
- Ability to establish and maintain excellent working relationships with staff, the public and representatives of other organizations.
- Ability to remain flexible and professional at all times.
- Ability to be detail-oriented with excellent organizational skills.
- Ability to follow up/follow through.
- Ability to exhibit situational awareness and cultural sensitivity.
- Ability to demonstrate impeccable communication skills.
- Ability to adapt to changing conditions and shifting priorities.
- Ability to exercise good judgment and discretion.
- Ability to express a passion for serving the homeless, working poor and community engagement.

#### Knowledge and Critical Skills/Expertise

The qualifications listed below are preferred, but not required. There is no single path to this work, and we do not expect any applicant to have all of these qualifications in their background. Someone qualified for this role might have experience as a neighborhood program coordinator or as a community organizer (to name a few examples).

- Bachelor's Degree, preferably public administration, family and community services, social work, communications or related field.
- Prior experience in a community-oriented role, preferably involving interaction with volunteers, donors and/or churches.
- Prior administrative experience within a community nonprofit.
- Knowledge, Skills, and Abilities
  - Direct experience in managing volunteers.
  - Ability to work independently and in team situations.
  - Strong communication and interpersonal skills.
  - Excellent organizational skills and the ability to multi-task effectively.
  - Experience utilizing donor management software and overall comfort using technology to perform job duties

#### Working Conditions

- Some evenings and weekends are required. Hours may increase during busier times.
- Community Engagement Coordinator works in an office environment and out in the community, but the mission of the organization may sometimes take them to nonstandard workplaces.
- Able to perform the basic functions of the position, including extended hours standing, bending, and stretching.
- Able to lift and carry supplies and equipment as needed.

- Speaks clearly and distinctly to perform extensive communication required with staff, clients, donors, vendors and other third parties.

**Benefits**

- Paid Time Off.
- Paid Holidays
- Flex Time

**Salary:** Part time hourly position with 32 hours at \$17.50/hour

Please email cover letter, resume, and 3 references to [brian@hillcresthope.org](mailto:brian@hillcresthope.org). Please put Community Engagement Coordinator in the subject line.

**NO PHONE CALLS PLEASE.**