

Position Title: Volunteer Coordinator, Part-time
Reports to: Senior Manager, Community Initiatives
Supervises: N/A
Exempt Status: Exempt
Date: November 2016

Value Proposition

We connect all segments of the community toward achieving the goal of producing healthy, well-educated and economically stable individuals and families. We accomplish our work through community engagement, community development and capacity building.

Our Mission

United Way of Pioneer Valley mobilizes people and resources to strengthen our communities.

Our Vision

We envision a thriving, caring region where individuals have opportunities to realize their human potential, are economically self-sufficient and contribute collectively to improve the quality of life in their communities.

Our Core Values

Values represent the core priorities in our organization. They establish the way in which we make decisions and evaluate our progress. We value:

- **Accountability**
 - Transparency and fairness in all of our relationships, instilling the highest level of public trust in our efforts;
- **Creativity**
 - Continuous improvement and innovative approaches to improving the community;
- **Diversity**
 - The dignity, worth and uniqueness of every individual;
- **Excellence**
 - Providing the highest quality of service in achievement of our goals with clear and measurable outcomes;
- **Relevance**
 - Clear identification of our value to the community using data driven and community engagement strategies.

Summary of position:

The Volunteer Coordinator will oversee the Volunteer Engagement work of the United Way of Pioneer Valley (UWPV). S/he is a results-driven individual who is passionate about working in and with the community.

The Volunteer Engagement function of UWPV supports both donor engagement as well as community building volunteerism. This includes serving as a volunteer management resource to nonprofit organizations in the UWPV footprint, partnering with statewide organizations such as the Massachusetts Service Alliance, and working in collaboration with the UWPV Resource Development department on donor-focused volunteer engagement.

Key Responsibilities and Specific Duties:

Volunteer Engagement:

- Manage and continue to build the UWPV Volunteer Connector focused on increasing volunteerism in the region and building the capacity of nonprofit organizations to effectively manage their volunteer programs; provide trainings as necessary
- Manage the UWPV online volunteer tool, Get Connected, and create strategies to increase traffic, increase volunteer opportunities and increase the number of volunteers serving the region
- Manage Stuff the Bus
- Manage Day of Caring and specialized Days of Caring
- Manage Youth Generate
- Track all volunteer data
- Train community members on the use of Mass 211
- Research and analyze statistical, social, economic and demographic data and literature to support UWPV initiatives and prepare data reports, white papers etc.
- Act as a liaison, community resource, and representative for UWPV to community committees, boards, and networks such as the Pioneer Valley COAD, the (Springfield) Mayor's Anti-violence Taskforce, and other groups as assigned.
- Serve as the Hampden County liaison to the Massachusetts Service Alliance, develop and organize in collaboration with MSA, volunteer engagement and management capacity building programs and sit on statewide committees through MSA in support of volunteerism.
- Provide excellent customer service by facilitating communication and relationship building with community partners and key stakeholders
- Attend selected community functions and network and promote UWPV with key individuals organizations
- Other duties as assigned

Knowledge and Skills:

- Demonstrated experience in community organizing/engagement with a track record of successfully engaging residents, community partners, families, businesses, and other stakeholders to an initiative
- Strong project management skills and experience organizing committees to effectively plan and implement mission-based work

- Understands how to balance organizational policies and practices and decision-making structure with taking initiative; self-directed with the ability to work as a team member
- Demonstrated experience and knowledge of working with culturally and linguistically diverse populations
- Skilled in problem solving, conflict resolution and building group consensus
- Strong team orientation, relationship-building and negotiation skills, and the ability to collaborate with diverse groups of people
- Working knowledge of results and outcomes oriented approaches and methodology
- Excellent relationship building skills
- Meeting planning, facilitation and management
- Understands the use of social media and digital strategies as an engagement tool
- Able to use technology to advance the volunteer engagement work

Requirements:

- B.A. degree in a related field such as social work, public policy, human services, nonprofit management, etc.
- Five or more years of documented experience in a related field supporting community engagement/ stakeholder involvement preferably toward the achievement of youth academic outcomes
- Project management experience; detailed oriented with proven record of accomplishing tasks in an effective and timely manner; Ability to effectively manage multiple tasks while at the same time monitoring progress on identified outcomes
- Strong knowledge of the community, human services, and the nonprofit environment and the role of volunteerism in support of community initiatives
- Excellent relationship building skills with the ability to relate to individuals and groups in a manner that will inspire respect and confidence including the ability to work effectively with community volunteers and leaders
- Demonstrated ability to work within a community with diverse populations, including community groups, elected officials, businesses, professional staff and volunteers
- Ability to build buy-in among internal and external constituents in support of community impact work
- Strong research and analytical skills with the ability to conceptualize and develop strategies for action; Demonstrated ability to research and find information on the internet and incorporate into an overall applied research project
- Excellent and verbal communication skills; comfortable in making presentations in front of groups
- Well organized and able to manage the committee meeting and decision-making process in support of functional areas of responsibility

- Excellent word-processing skills, including Microsoft Word, Excel, PowerPoint, Outlook, and online database management; comfortable working with social and digital media
- Self-starter, willing to try new things and comfortable with ambiguity
- Team player—willing to do what it takes to get the job done
- Spanish-language fluency preferred; strong cultural competency and cultural engagement expertise with the Latino community
- Massachusetts driver's license and reliable transportation
- Able to work a flexible schedule including occasional evening and weekends as needed