

# FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

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

**Reports to: Director of Development and Community Engagement**

**Education: Bachelor's degree or relevant work experience**

**Experience: Minimum of 3 years with primary responsibility for developing and fostering corporate/community/client relationships and/or managing volunteers.**

**Position is: Exempt, Full-Time**

**Salary Range: \$68,000 - \$85,000, depending on experience**

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## **Job Summary:**

Under the supervision of the Director of Development and Community Engagement, the Volunteer and Community Engagement Manager is responsible for managing the daily operations, recruitment, and evaluation of Families Forward's robust volunteer program. This position is also responsible for overseeing the annual community outreach and engagement plan that engage corporate partners, local organizations, community groups, faith-based organizations, schools, and individuals to support the organization's strategic and fundraising goals through volunteerism, in-kind, and financial support. In a fast-paced, dynamic environment, this position will develop and execute strategies for stewardship, retention, and recruitment, aiming to deepen involvement and cultivate new connections within Families Forward.

**Supervision/Evaluations:** Community Engagement Specialist

## **Essential Job Duties:**

### **Volunteer Management (55% of time spent):**

- Manage operations of Families Forward volunteer program including scheduling adequate coverage for Families Forward programs, communications to volunteers, and program support as needed.
- Assess the need and implement effective strategies to recruit volunteers to support Families Forward's programs and reflect the diversity of the population being served.
- Develop and manage a communication and annual volunteer recognition and appreciation plan for the volunteer program to increase recruitment and retention. This includes overseeing the annual Volunteer Appreciation Luncheon and community recognition opportunities.
- Manage volunteer orientations and trainings to increase volunteers' understanding of the organization and the role and responsibilities. Ensure the best match between the skills, qualifications, and interests of the volunteers and the organization's needs.
- Manage the intern program.
- Establish and implement a process for ongoing evaluations of the programs, services, and contributions delivered by volunteers and make improvements as necessary.
- Manage the Volunteer Tracking System to ensure records of volunteer hours and activities are maintained for evaluation and reporting.

### **Corporate and Community Engagement (40% of time spent):**

- Develop and manage annual Community Outreach & Engagement Plan to support the organization's strategic and fundraising goals.
- Identify strategies to identify, cultivate, strengthen, and steward mutually beneficial relationships and meaningful with corporations, organizations, community groups, faith-based organizations, and schools through volunteer experiences and charitable support, strategically creating a more visible and active Families Forward presence in the community; provide input and expertise on how to improve outreach and engagement efforts, including metrics for success.
- Support solicitation and stewardship of corporate sponsorships.
- Identify new opportunities and deepen relationships with entry level and in-kind donors to increase giving and enhance donor retention utilizing fund development tools and best practices.
- Manage Auxiliary Groups to increase community awareness and inspire volunteerism, philanthropy, and future board leadership.
- Manage the Back-to-School, Thanksgiving, and Holiday Wish Seasonal Programs in cooperation with the Operations Team; solicit in-kind donations and charitable support to meet program goals.
- Oversee donor database and report on outcomes.

**Additional Responsibilities (5% of time spent)**

- Assist with events, fundraising, marketing, and public relations activities.
- Attend staff meetings, Fund Development meetings, and other meetings as needed.
- Assist with other duties and special projects as assigned.
- Coordinate as necessary with the Board of Directors and Board Committees.

**Qualifications and Requirements:**

- Track record of building authentic, mutually beneficial relationships.
- Excellent written/verbal communication skills and comfort with public speaking.
- Strong attention to detail.
- Must be able to multi-task and pivot quickly when organizational needs change.
- Ability to work well independently and in a team environment.
- Outstanding event/project management skills.
- Ability to develop effective relationships with management, staff, volunteers, and public to achieve organizational goals.
- Experience in staff and volunteer management.
- Proficiency with Microsoft Office.
- Working experience with donor or customer database systems, including data entry, data analysis, and reporting required - Experience using Blackbaud's Raiser's Edge and NXT is highly desired.
- Highly driven, results-oriented work ethic.
- Occasional evening and weekend work required, especially during seasonal programs.
- Ability to occasionally lift or carry 25 pounds.
- Maintain valid California Driver License and state-mandated Vehicle Insurance.

**Compensation & Benefits**

- Range: \$68,000 to 85,000 annual salary, based on experience.
- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

***Please submit resume to Marissa Hall at [mhall@families-forward.org](mailto:mhall@families-forward.org). No phone calls please.***