



**Administrative Office**  
**987 Airway Court**  
**Santa Rosa, CA 95403**  
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

## **JOB ANNOUNCEMENT: Community Engagement Coordinator**

### **Position Summary**

The Community Engagement Coordinator is the overall manager of the agency's partnership with volunteers of Catholic Charities. This work includes recruitment, training, retention, placement and stewardship of this cohort of people. This position requires innovation and enthusiasm to plan and coordinate a robust engagement program. The Community Engagement Coordinator develops and administers the policies/procedures applicable to volunteers at Catholic Charities and ensures compliance with all requirements. The Community Engagement Coordinator will identify, engage, schedule, cultivate, and maintain relationships to ensure the agencies 2,000+ volunteers have positive and meaningful experiences while volunteering at Catholic Charities. This position is non-exempt, full-time with a starting hourly rate of \$18 to \$22 per hour.

### **Essential Functions**

#### **Volunteer Recruitment and On-boarding**

- Recruit volunteers through various media, on-line services and in person outreach. Provide updates and event information to editorial calendar.
- Properly interview, screen, schedule and refer applicants to "best fit" volunteer opportunities based on agency need and volunteer ability and interest.
- Arrange for volunteer duties and other required training, supervision and evaluation of volunteers.

#### **Volunteer Management**

- Frequently consult with all departments within Catholic Charities to determine needs for service opportunities, and equip departments to create opportunities for service. Schedule regular meetings with department and facilitate two way communication.
- Utilize the Raiser's Edge database to track and analyze volunteer statistics that help ensure successful volunteer relations and program management including volunteer preferences, volunteer hours, dates of

service, volunteer accomplishments and other data as appropriate. Using Raiser's Edge, prepare monthly reports and recommend necessary changes or adjustments to the engagement program.

- Serve as liaison between administration, staff and volunteers, resolving volunteer related issues as they arise, with help of Program Supervisor.
- Maintain volunteer handbooks, training manuals, materials and have readily available up to date job descriptions on all volunteer opportunities. Ensure compliance with all regulations as they relate to volunteers.
- Work with programs to enhance the volunteers experience by scheduling and coordinating frequent individual and group recognition and appreciation events.
- Collaborate with the Volunteer Coordinator of ReStyle Marketplace, the agency's AmeriCorps Members, and other agency Volunteer Program Coordinators for planning, implementing, and reinforcing volunteer systems.

### **Cultivation**

- Cultivate volunteers who may have the capacity and interest to become financial supporters by extending tour invites, by offering opportunities to experience other areas of the agency, and to experience events such as Back to School, Health Fair etc.
- Work closely with Cultivation Team to identify prospects for Table Hosting and other roles within the agency.
- Identify volunteers who should have a specific cultivation plan to grow to become major donors. Keep up to date with Benevon Model as applicable to position; participate in agency tours including set-up, take-down, and maintain stock of all tour materials.
- Utilize Benevon model as applicable to position. Support agency tours by setting up/take t down and by maintaining stock of all tour materials. Participate in all tours.
- Develop a Volunteer Communications Plan (i.e. Volunteer Newsletter, social media, frequent individual and group recognition and appreciation events.

### **Other Responsibilities**

- Participate in fund-raising activities.
- Perform other related duties as assigned.
- Have the ability to work flexible hours including nights and weekends as necessary.

**NOTE: Catholic Charities considers this position to be a mandated reporter of child abuse.**

### **Education, Experience, and Skills Required**

- College degree required. Bachelor's degree in human services, business, philanthropic development or related field.
- One (1) to three (3) years' experience in volunteer program management and/or community engagement/donor management. An equivalent combination of education and experience will be considered.
- Minimum one (1) year experience coordinating large numbers of volunteers and volunteer activities.
- Experienced user of MS Word, Excel, Outlook, Power Point, Internet and Access.

- Experienced user of Facebook, Linked In, Twitter, Instagram, Pinterest, and other social media sites.
- Ability to enter data accurately and quickly and prepare clear reports based on the data. Experience with Raiser's Edge preferred.
- Ability to supervise, motivate, and monitor performance of volunteers, and bless and release those who are not a fit for their role.
- Ability to make effective presentations to large and small groups of stakeholders.
- Ability to give direction and communicate in a friendly and informative manner with people from a wide variety of cultural and ethnic backgrounds and lifestyles.
- Ability to work independently, able to initiate good judgement and possess strong time management skills. Strong organizational ability; attention to detail and accuracy.
- Candidate bilingual in Spanish highly desirable.
- Valid California driver's license and legally required insurance (a minimum).
- Must successfully pass fingerprinting check prior to start of employment.
- Appreciation of the role of a church-affiliated agency in the human service field.

### **Physical Requirements**

- Ability to sit up to 8 hours per day with intermittent occasional walking, standing, bending, squatting, and climbing.
- Ability to keyboard for up to 6 hours/day, with opportunities to vary the work.
- Ability to lift items up to 10 pound to a height up to 3 feet.
- Occasionally may be required to lift items from 11 to 25 pounds to a height up to 3 feet.
- Frequently required to carry items up to 10 pounds for up to 500 feet.
- Occasionally may be required to carry items up to 25 pounds for distances up to 50 feet, and up to 50 pounds for a distance up to 10 feet.

### **PERKS**

**10 Vacation days per year**

**13 Holidays per year**

**Very Affordable Health, Vision and Dental Insurance**

**Referral Bonus for employees**

**403b Plan with 5.5% contribution**

**Premium Pay for Overnight Shifts**

**Team Spirit and Supportive Work Environment**

**Great Organizational Mission**

**Equal Employment Opportunity – M/F/D/V**

Visit [www.srcharities.org](http://www.srcharities.org) for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.