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Volunteer Recruitment & Engagement Manager Position Description

Generations Incorporated improves the literacy skills of young children through grade three by engaging professionally trained older adult volunteers as literacy coaches in our partner schools and after-school programs. We serve communities where opportunity gaps exist to ensure all students have the resources to become literacy proficient. Our highly-effective programming annually helps over 3,400 children improve their literacy skills to help them succeed in school and beyond. Generations Incorporated is an affiliate of AARP Foundation Experience Corps, a national leader in engaging older adult tutors to improve K-3 student literacy.

General Statement of Position

The Volunteer Recruitment & Engagement Manager primary role is overseeing the recruitment and continued engagement of all Generations Incorporated AARP Foundation Experience Corps Members (ECMs). Under the direction of the Deputy Director, this position will manage and execute the volunteer recruitment plan to meet the organization's volunteer recruitment goals for the AARP Experience Corps Programs and maintain and adapt, along with program staff, strong support and communication systems for all ECMs. The Volunteer Recruitment & Engagement Manager is also responsible for the organization's Active Aging program, which includes but is not limited to sustaining activities that engage our volunteer corps beyond their service at our program sites. This position reports directly to the Deputy Director and supervises the recruitment and engagement team. They will also frequently collaborate with the field services and operations team.

Responsibilities

Recruitment

- Supervise recruitment team, currently comprised of 2 part-time recruitment specialists
- Implement the volunteer recruitment plan, including strategies for reaching recruitment goals for program year. Involves collaborating with program staff in creating these strategies within clusters
- Cultivate opportunities to represent Generations Incorporated and promote volunteer opportunities through community presentations, volunteer and career fairs and other relevant public speaking opportunities
- Foster relationships and collaborate with community organizations within Greater Boston's aging network
- Establish, maintain, and grow strategic community partnerships to strengthen our AARP Experience Corps program and civic engagement of our AARP ECMs in Greater Boston and recruit more volunteers through these partnerships
- Serve as staff liaison to the Volunteer Advisory Committee (VAC)

Volunteer Engagement

- Oversee ECM placement process and their ongoing volunteer experience
- Create, execute and maintain retention, recognition and support strategies and encourage volunteer involvement throughout all levels of organization
- Maintain support system for new and existing ECMs, includes collaborating with Program team for monthly and quarterly training events/workshops

- Oversee the planning and execution of large-scale mid-year volunteer retreats and an end of year volunteer recognition event
- Manage all Active Aging events, including execution and data collection

Data Management and Evaluation

- Maintain and improve administrative systems for the volunteer intake process
- In collaboration with Program team, create, develop and maintain systems for evaluating volunteer involvement and satisfaction in the Generations Incorporated volunteer experience.

Qualifications

- 4+ years of management/supervisory experience
- Excellent interpersonal, written and verbal communication skills
- Experience in volunteer management and/or community engagement
- Strong supervision skills
- Ability to lead, motivate, inspire a diverse group of staff/volunteers
- Strong public speaking and presentation skills; training experience a plus
- Familiarity with the full range of Boston communities
- Comfortable with database CRMs, specifically SalesForce, a plus
- Attention to detail
- Bi-/multilingual, a plus

Compensation and Benefits

This is a full-time position with an annual salary range of \$51,000 - \$56,000. Benefits include health, dental and long-term disability (with employer contribution); access to a 403b retirement plan, generous personal time and supportive working environment.

To apply, please send a current resume and cover letter (What compelled you to apply? Address your experience with nonprofits, volunteer service, and community outreach. What have been your successes as a supervisor?) to employment@generationsinc.org. No phone calls please.

You can learn more about Generations Incorporated at www.generationsinc.org.

Generations Incorporated is an equal opportunity employer, committed to creating and supporting a diverse work environment. Candidates of color, bi-/multilingual, bicultural, and LGBTQ+ are strongly encouraged to apply.