Volunteer Recruitment & Relationship 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 serves over 3,400 children in improving their literacy skills and helping 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 & Relationship Manager’s primary role is to manage community relationships and oversee the recruitment and onboarding 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 Field Services staff, strong support and communication systems for all ECMs. The Volunteer Recruitment & Relationship Manager is also responsible for the organization’s Active Aging program, which includes, but is not limited to, sustaining activities that engage our ECMs beyond their service at our program sites. This position reports directly to the Deputy Director and supervises the Recruitment team. S/he will also frequently collaborate with the Field Services and Operations teams.

Responsibilities
Volunteer 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 Field Services staff in creating 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
● Establish, maintain, and grow strategic community partnerships within Greater Boston’s aging/early education networks and beyond to 1) develop deeper volunteer pipelines and 2) strengthen our AARP Experience Corps programs and civic engagement of our ECMs in Greater Boston
● Serve as staff liaison to the Volunteer Advisory Committee (VAC)
**Volunteer Placement and Support**
- In partnership with the Deputy Director and Recruitment Specialists, evaluate, streamline, and improve the volunteer intake, placement, and onboarding process
- Oversee volunteer intake, onboarding and placement process and support ongoing ECM engagement
- 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, including collaborating with Field Services team for regular volunteer training events/workshops
- Oversee the planning and execution of large-scale mid-year ECM training and engagement retreats and an end-of-year recognition event
- Serve as office point-of-contact for Field Staff regarding maintenance and management of changing volunteer status and data systems
- Manage all Active Aging events, including execution and data collection

**Volunteer Data Management and Evaluation**
- Maintain and improve administrative systems for the volunteer intake and placement process
- In collaboration with Field Services team, create, develop, and maintain systems for evaluating ECM involvement and satisfaction

**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 to employment@generationsinc.org. In your cover letter, please share what compelled you to apply. Address your experience with nonprofits, volunteer service, and community outreach as well as your successes as a supervisor. 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.