



BOYS & GIRLS CLUB OF THE WEST VALLEY

COMMUNITY IMPACT COORDINATOR

PERFORMANCE PROFILE SOURCE: Community Engagement

DEPARTMENT: Programs

REPORTS TO: Senior Director of Operations

LOCATION: Gary M. Thomas Clubhouse

STATUS: Part-time, Non-exempt

PAY RATE: \$21-\$25/hour 30 hours a week

HOURS: Monday-Friday 30 hours/week, Hourly Flexibility Required (early mornings, afternoons, occasional weekend & evening hours)

PRIMARY FUNCTIONS: The Community Impact Coordinator oversees the recruitment, onboarding, recognition and organizes the Club's network of volunteers and is responsible for volunteer events and other external affairs events. Building on the success of the Club's existing volunteer program, the Community Impact Coordinator will play a critical role in the recruitment and retention of volunteers to serve across the organization. The Community Impact Coordinator will also oversee event logistics, manage planning processes, and effectively multitask to ensure the successful execution of volunteer activities. The Community Impact Coordinator will establish and maintain volunteer data, manage internal and external relationships with a range of constituencies, serving as an ambassador for the Club. The Community Impact Coordinator will also support a variety of other events across the Club to expand the BGCWV brand across our community through community outreach helping to build and strengthen our external relationships. The Community Impact Coordinator collaborates with staff across the Club to ensure volunteer individuals, businesses, and organizations who have been vetted can provide their time and talent to advance the organization's mission, values, and objectives of positively impacting our youth.

KEY ROLES:

LEADERSHIP:

- Leads all Volunteer initiatives for the Club.
- Seeks to receive training to become Certified in Volunteer Administration (CVA).
- In collaboration with the supervisor, develop and implement strategies to recruit new volunteers through online platforms, community events, and partnerships with local businesses and organizations.
- Serve as an advocate for volunteer involvement throughout the Club year round.
- Responsible for attracting and onboarding a volunteer workforce.
- Responsible for preparing volunteers for their roles.
- Maintain accurate records of volunteer participation, hours logged, and impact.
- Collects monthly volunteer highlight stories for e-newsletter.
- Submits Monthly reports on volunteer hours, impact, locations, programs, and needs
- Document volunteer involvement and present data quarterly to executive leadership.
- Manage volunteer performance and impact in collaboration with the supervisor.
- Acknowledge, celebrate, and sustain volunteer involvement throughout the year. Focus on volunteer retention and appreciation - to acknowledge their impact on our Club.
- Conduct follow-up advanced volunteer training by working with experienced volunteers.
- Serve as a liaison between volunteers and staff to ensure clear communication and effective collaboration.
- Work with program directors to find appropriate and long-lasting volunteers.
- Facilitate first day hand off at each assigned location.

VOLUNTEER COORDINATION:

- Responsible for the complete intake and placement process of all volunteers.
- Organize and conduct volunteer training sessions to ensure volunteers are fully prepared for their roles while providing ongoing support and development opportunities for volunteers.
- Process, file, and review volunteer applications on an ongoing basis to ensure safety compliance of all volunteers.
- Interview volunteers and conduct reference checks.
- Initiates background checks with HR dept.
- Manage volunteer uniform inventory.
- Processes group volunteers; projects and activities of businesses and community partners .
- Program Support - collaborates with site staff to provide expertise and support to staff with volunteer engagement.
- Service Projects - supports Club projects to include actions like Club beautification, decorating for special events, facility improvements, etc.
- Supports the Club's youth leadership programs by identifying youth community service opportunities and shared resources with key staff for youth volunteerism.
- Create a calendar of volunteer opportunities for each department and disburse it accordingly by connecting and collaborating with the Executive team, Directors and Site Coordinators on volunteer placement.
- Responsible for off-boarding volunteers.

EVENTS:

- Supports all events that are outward-facing for the Club by recruiting volunteers or identifying volunteer support for event completion (i.e. Galas, Golf, Membership Drives, Youth of the Year, Future Ready Graduation, Farmer's Market, Club Blue, etc.).
- Attend predetermined community events for volunteer recruitment.
- Participates in community events across the West Valley hosted by any chamber of commerce, government, or community-based organization (CBO) to represent the Club in partnership with executive leadership and program staff.
- Helps to organize activities that will take place at the Gary M. Thomas Clubhouse and/or off-sites on the day of the event, which involves Community Champions or Community Partners.

OUTREACH::

- Collects new emails and cell phone numbers from community members and partners to be included in our communications for those interested in volunteering and supporting the Club for the purposes of follow-up and engagement.
- Provides information to the marketing team to ensure social media and monthly e-newsletter inform general readers about the Volunteer and Community Outreach/impact activities.
- Provides recognition of Volunteers to be used in social media and monthly e-newsletters.
- Collaborates with the marketing team to ensure we have collateral and materials needed to support our community outreach efforts throughout the year.

COMMUNITY PARTNERS/IN KIND CONTRIBUTIONS:

- Responsible for the pick-up, storage, and distribution of items in support of the various sites and members.
- Works with the resource development/philanthropy team to update the needs of our sites and members for in-kind contributions.
- Communicates with the marketing team, provides pictures, videos, and quotes from the community and volunteers.
- Coordinates with Club partners and/or donors for social media posts of gratitude for their support.
- Connects Community Partners with appropriate staff if their engagement can be greater than an in-kind contribution.

ADDITIONAL RESPONSIBILITIES:

- May be required to drive a Club vehicle (depending on driving record and age).
- Required to work some weekends and evenings.
- Required to travel to multiple sites (if approved to use a personal vehicle, you will be compensated for mileage).

RELATIONSHIPS:

Internal: Maintains close, daily contact with Club staff (professional and volunteer), Club in-kind donors, and Site Coordinators to receive/provide information, discuss issues, explain guidelines/instructions; instruct; and advise/counsel as it pertains to assigned volunteer, in-kind gifts, etc. Will collaborate with executive leadership.

External: Maintains contact with the external community which includes and is not limited to the Community Partners, groups, schools, members' parents, government representatives, and others to assist in providing a high-quality Club experience.

SKILLS/KNOWLEDGE REQUIRED:

- High School diploma or GED. College degree preferred.
- Experience in volunteer coordination, education, or related fields.
- Must be comfortable with outreach in various capacities, including working at community events.
- Local travel is required: a valid California driver's license, auto insurance, and personal vehicle use.
- Excellent oral, written, and presentation communication skills are a must. You are able to connect with people at all levels - volunteers, staff and management, community members.
- Must be highly organized and efficient in time management skills; this is a fast-paced position with competing priorities.
- One year experience in a leadership position.
- Ability to plan and implement quality community engagement activities.
- Knowledge and/or experience with computers and technology.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

You must be able to lift boxes up to 50 lbs. Lifting of material donations, including backpacks, school supplies, etc., is required periodically. Set up and breakdown of booths at events will be required.. You are provided with a laptop, cellphone, desk at the Clubhouse.

Signed by: _____
Incumbent Date

Approved by: _____
Liliana Lozano, Sr. Director of Operations Date

For Office Use Only

Hire Date: _____ Hire Rate: _____ 90-day evaluation: _____

Approved by: _____
Geovanny Ragsdale, CEO Date

Entered into BBSI: _____
HR Manager Date

DISCLAIMER: *The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.*