

Position Title: Volunteer Outreach & Engagement Coordinator	Classification: Non-Exempt	Date last revised: 12/8/2022
Department: Community Engagement & JEDI Initiatives	Supervises: N/A	
Reports To: Sr. Dr., Community Engagement & JEDI Initiatives		

Organizational Overview

Big Brothers Big Sisters of Central Indiana works to defend, ignite, and empower the inherent potential of youth through mentoring relationships. Our amazing team members *Put kids first – Show up – Foster relationships – Think big – and Celebrate the little things* to power this mission each and every day.

Position Purpose

The purpose of this position is to coordinate the agency's volunteer outreach and engagement efforts – creating opportunities to introduce prospective mentors to BBBSCI and the opportunity to volunteer, persuasively presenting about BBBSCI and asking people to volunteer, building partnerships and campaigns that promote volunteer participation, and representing BBBSCI in the community to foster awareness and engagement.

Success of this team will be tied to fulfillment of BBBSCI's 2022-2025 Strategic and JEDI Plan Community Engagement & JEDI Initiatives objectives which include engaging a greater number of and more diverse volunteers; fostering diverse and robust community engagement; developing a culture and opportunities for ongoing JEDI learning and growth across the organization; marketing the mission and impact of the organization according to strategic and brand objectives; creating relationships, collaborations, and presence that expand BBBSCI's impact; and coordinating efforts to leverage agency influence to advocate for the wellbeing of young people.

Key Competencies

To excel in this role, the Volunteer Outreach & Engagement Coordinator will be inclusive, flexible, collaborative, opportunity-minded, optimistic, self-motivated, results-driven, energized by a fast-paced environment, effective at building relationships, and motivated to make things happen. Must be flexible, focused to meet monthly metrics, and have excellent verbal communication and interpersonal skills.

Key Duties

Volunteer Outreach & Engagement

- Coordinate the development, measurement, and execution of the agency volunteer engagement strategy based on agency goals and needs.
- Recruit volunteers based on specific agency goals and needs through scheduling, planning, facilitation, and follow up of presentations, meetings, participation at fairs/events, booths, and other opportunities to build awareness.
- Develop and execute strategic recruitment campaigns including planning, partnership development, development of messaging and materials, etc.
- Prospect, build and steward partnerships to generate volunteers by being the lead for assigned external partnerships and strategic relationships.
- Be an ambassador for BBBSCI by representing the agency in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS by being present at relevant community networking and other events/forums.
- Lead and provide direction for the Big Impact Group and identify other ways to engage current and former volunteers with the agency.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents/caregivers, and children.
- Maintain budget documents including invoices and other expenses incurred by department as needed.
- Create introductory engagement opportunities for individuals who are trying to decide their commitment level with the hopes they will become Bigs.
- Work closely with Enrollment & Matching team to coordinate and strategize volunteer priorities and needs.
- Maintain and respond to inquiries via external sites (ex. Mentor.org, volunteermatch).
- Ensure high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Share with development, engagement, partnership and/or marketing staff potential partnership relationships and stories as discovered through match contacts with Big, Little and parent/caregiver.
- Support Board/volunteer committees as assigned.
- Support collaborative and strategic opportunities to share BBBSCI's facility.
- Be an ambassador for BBBSCI by representing the agency in a professional manner.
- Partner with other departments to maximize and coordinate opportunities.
- Ensure accurate, consistent, and timely documentation and records in databases according to BBBS Standards and Agency policies & procedures.

JEDI Initiatives

- Support team's JEDI efforts aimed at fostering staff, Board, and program participant learning and engagement; collaborating with partners to propel BBBSCI's JEDI commitment, representing BBBSCI in spaces that foster JEDI leadership and engagement within community; and related advocacy efforts.

Marketing

- Support team's marketing and branding efforts aimed at effectively sharing BBBSCI's impact and stories, creating an aligned and positive brand experience, and maximizing stakeholder and prospective stakeholder engagement.

General:

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBSCI to increase collaboration and reduce inefficiencies.
- Represent BBBSCI in a professional manner at all times, providing courteous service to both internal and external constituent and presenting a positive image of BBBSCI.
- Abide by BBBSCI policies and practices.
- Complete other duties as assigned.

Evaluation of Performance

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters of Central Indiana.

Experience, education, degrees, and licenses

- Bachelor's degree preferred.
- At least 1 year progressively responsible professional experience in related field.
- Must have strong public speaking and presentation skills.
- Proficiency in Microsoft office software; ability to learn Raiser's Edge and Matchforce databases.
- Will be required to participate in continuing education programs as requested.

Physical demands/Work environment

- Must be able to work proficiently with computers and other office equipment.
- Required to travel approximately 50% of time to represent BBBSCI in the community and meet community members, potential volunteers, partners, donors, vendors, or consultants, as well as attend conferences and other meetings, etc. Travel is generally within Central Indiana.
- Must be comfortable with working some nights and weekends as requested.
- Must have reliable transportation. Drivers of privately owned vehicles must have valid driver's license and meet state required automobile insurance minimums.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving check.

Acknowledgements

Supervisor: I have reviewed this job description with my employee.

Signature: _____

Date: _____

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: _____

Date: _____