

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Community Engagement Manager
DEPARTMENT: Community Relations & Development
SUPERVISOR: Director of Community Relations & Development
STATUS: Full time/non-exempt
UPDATED: 12/12/18

JOB SUMMARY: This position is responsible for engaging community members, Catholic Parishes, and business groups to further the mission of Catholic Social Services by building an active and powerful network of supporters in the community. This successful candidate will be a visible, community-spirited connector who finds ways for people to engage with and advocate for CSS. Volunteer recruitment and coordination (for special events and longer term programmatic volunteers), will be an important part of this position. The position reports to the Director of Community Relations and Development, and works closely with CSS's Programs and Community Relations and Development staff. Enlisting the input and involvement of colleagues and community leaders, the Manager identifies and implements opportunities for involvement between Catholic Social Services, its programs, the parishes, and other constituencies in the Anchorage area.

QUALIFICATIONS:

Competencies: The Community Engagement Manager will be a passionate networker eager to connect with the diverse constituencies that make up CSS's base of support. Must be able to maintain confidentiality, and treat all individuals with dignity and respect. Individual must have a sincere commitment to the mission of CSS, its programs and the people they serve. Must have a strong work ethic, a positive attitude and work well as a member of a team. Must be flexible, dependable, possess good written and oral communication skills and demonstrate attention to detail and organization.

Education/Experience Requirements: High School Diploma with one year experience in community engagement, or community organizing. Volunteer management with experience in volunteer recruitment and training is preferred.

Skills: Strong communication skills and experience in public speaking; proficiency in Microsoft Office suite as well as CRM and database management experience. Knowledge of Word Press, Survey Monkey, email marketing and website form building desired. Must be able to take initiative and work with little supervision. Must appreciate and understand the concepts and rewards of volunteerism and the services performed by volunteers.

DUTIES & RESPONSIBILITIES:

1. Community Engagement
 - a. Cultivate partnerships and foster collaborative networks between the community and staff and Board of CSS.
 - b. Maintain an energetic and consistent presence in the community, e.g. by attending community council meetings, partner meetings and events, and tabling at appropriate venues. Present to schools and social groups
 - c. Schedule, implement, and periodically suggest new community-based programs, partnerships, and other engagement initiatives;

- d. Activate base of supporters when crucial issues need to have public support.
 - e. Act as liaison between staff members and volunteers/parishes to ensure good communication, compliance with process, procedure and liability requirements.
2. Volunteer Community Recruitment
 - a. Identify, initiate, and deepen relationships with various community stakeholders. Work closely with CSS program directors to identify program volunteer needs;
 - b. Develop valuable and sustainable volunteer positions within programs.
 - c. Work closely with Administration to develop volunteer recruitment and management plans for special projects and events.
 3. Volunteer Orientation/Training
 - a. Facilitate program specific volunteer orientations with program-designated volunteer contact.
 - b. Present CSS volunteer philosophy at monthly new employee orientations.
 - c. Ensure programs are prepared to offer program trainings on a regular basis to new volunteers. Assist in developing and tailoring training materials.
 - d. Help to screen volunteers via interview when necessary
 - e. If clients, donors or volunteers have concerns, listen and attempt to resolve problems. If not readily remedied, document the situation and consult with supervisor. Follow all CSS agency grievance policies and procedures.
 4. Volunteer Evaluation
 - a. Ensure evaluations are performed on a regular basis in compliance with COA.
 - b. Utilize volunteer evaluations to evaluate the effectiveness of the volunteer.
 - c. Coordinate closely with program directors to ensure referrals meet program requirements.
 5. Volunteer Tracking and Recognition
 - a. Maintain accurate tracking of active and inactive volunteers. Confirm all volunteers have up -to-date paperwork recorded and filed.
 - b. Maintain volunteer statistics in partnership with other staff, and share volunteer accomplishments with public.
 - c. Provide technical assistance for program directors and advisory boards to recognize volunteers.
 - d. Nominate and support exemplary volunteers for local and national awards. Actively participate in the CSS Continuous Quality Improvement program.
 6. Event Coordination
 - a. Ensure there are sufficient volunteers to assist with CSS events.
 - b. Organize and implement fundraising and friend raising events for CSS as needed
 - c. Coordinate event details including logistics and volunteer staffing.
 - d. Attend and supervise volunteers at CSS events.
 - e. Develop and maintain strong relationships with potential volunteer sources, i.e. churches – Catholic & Non-Catholic, United Way, youth groups, schools, corporations, etc.
 - f. Maintain monthly volunteer e-newsletter and volunteer page at cssalaska.org, including monthly volunteer opportunities calendar that includes special event

volunteering needs and social media.

7. Coordinate with development team to help convert volunteers into donors
8. Valid Alaska driver's license and vehicle insurance (local travel is required). Must be available evenings and weekends when necessary.
9. Maintain regular and reliable attendance.
10. Other duties as assigned.

Physical Requirements: Ability to lift 25 pounds.

Training Requirements: Attend Agency and department orientation. Attend all staff meeting and training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____