

Job Description

Position Title: Director, Community and Volunteer Engagement
Organization/Division: United Way of Dane County Community Impact
Reports To: Senior Director, Community Engagement
Date: December, 2015

Purpose of Position: To mobilize and engage volunteers through working with community members/groups, businesses, nonprofits and other partners with a special focus on identified community goals and outcomes associated with Agenda for Change vision areas. This includes knowledge and implementation of innovative & effective best practices in volunteer engagement, creating & maintaining strong partnerships and, measuring & communicating results to various audiences. Work with Senior Director, Community & Volunteer Engagement to incorporate meaningful feedback, input and dialogue into our community and volunteer engagement work.

Lead operations of Volunteer Center and United Way 2-1-1, including staff and AmeriCorps member supervision. Serve as representative of Volunteer Center and United Way 2-1-1 throughout the community.

50% Key Responsibility Area: Volunteer and Community Engagement

1. Manage key activities of the Volunteer Center to match interested volunteers with opportunities for service in the community
2. In partnership with staff and nonprofits, develop and promote volunteer opportunities that:
 - have impact on key issues
 - meet the interests and needs of constituents
 - are innovative, measureable and replicable
3. Provide support for Community and Volunteer engagement leadership volunteer team(s)
4. Strengthen partnerships, and share best practices to help ensure successful experiences between businesses and nonprofits
5. Ensure signature and special events for volunteerism and volunteer and donor engagement activities are well managed. (e.g. Days of Caring, Day of Action, Community Volunteer Awards, Global Youth Service Day)
6. Serve as lead staff for Days of Caring Signature Project
7. Manage volunteer engagement marketing, website, information services, social media processes that support the volunteer experience
8. Oversee recruitment and orientation of United Way volunteers, interns and service-learning students for Volunteer Center activities
9. Work with a variety of volunteers in the community in several capacities including direct service, committees, skill-based, etc

25% Key Responsibility Area: Nonprofit and Internal Capacity Building

1. Management of volunteer management training (current programming includes Volunteer Management Training Series and Breakfast With Champions)
2. Assist with other capacity building training, inquiries and referrals
3. Implement volunteer structure for oversight, feedback and advocacy for Volunteer Center and 2-1-1 services

15% Key Responsibility Area: United Way 2-1-1 Call Center Management

1. Manage call center, metrics, and review statistical reports on call center activity
2. Manage process, standards, policies and systems to maintain accreditation with AIR, Alliance of Information, Referral Systems, National 2-1-1 required minimum standards, and meet United Way Worldwide Scorecard standards
3. Answer 2-1-1 phones on a (floating schedule) one shift/week or every other week

10% Key Responsibility Area: Other Community Impact duties as assigned

1. Coordinate requests from other departments that relate to Volunteer Center or Call Center, e.g. Resource Development, Marketing, Finance
2. Respond to requests for information related to Community Solution Team areas as needed
3. Participate on relevant community task forces, commissions and committees
4. Coordinate activities and communication with appropriate organizations e.g. State, County, City, networks, councils, etc. as they relate to Agenda for Change
5. Assist in the development of convening, community engagement or tools that strengthen United Ways role in bringing the community together to address priority issues
6. Participate as a member of the Community Impact Lead Staff team

Job Relationships:

External: Volunteers, donors, businesses, and nonprofits and community organizations

Internal: Community Engagement Capacity Building Team, Volunteer Engagement/2-1-1 Advisory Council (being developed), Vision Council, United Way of Dane County staff

Job Specifications:

Education: Bachelor's degree preferred or equivalent experience plus specific training on customer service, volunteer management, program coordination and confidential services

Experience: At least 3 years in progressively responsible leadership experiences in the field of human resources, program management, administration and volunteer management

Knowledge: Knowledge of best practices in volunteer management, local human services systems and networks, confidential services provision, and customer service and experience with application of database software, internet applications and Microsoft Office software

Skills: Strong oral and written communication abilities, excellent organizational and interpersonal skills, understanding and appreciation of working with diverse staff and volunteers, mature judgment and sensitivity to confidential services