

## **MEND | Meet Each Need with Dignity**

10641 N San Fernando Road  
Pacoima, CA 91331

**Phone** | 818.896.0246

**www.MendPoverty.Org**



### **MEND STAFF JOB DESCRIPTION**

**POSITION TITLE:** Volunteer and Community Engagement Coordinator

**REPORTS TO:** Program Director

**FLSA STATUS:** Non-Exempt

**WAGE:** \$20-26 / Hour DOE

**JOB SUMMARY:** Under the general direction of the Chief Development Officer and the direct supervision of the Program Director the Volunteer and Community Engagement Coordinator (VCE Coordinator) is responsible for overseeing all aspects of the MEND Volunteer Program. The VCE Coordinator recruits, trains, matches, stewards, and supports volunteers throughout their volunteer experience with MEND. Responsibilities also include providing on-site support and hospitality for volunteers and onboarding for Transitional Work Experience (TWEX) participants. The VCE Coordinator is additionally tasked with maintaining the volunteer database and volunteer handbook, developing high-quality volunteer opportunities, keeping volunteers informed and promoting MEND's mission to the public. The Volunteer and Community Engagement Coordinator works closely with the Program Director on a day-to-day basis, and the Chief Development Officer to coordinate cause marketing opportunities, premium groups, support special events and assist with other volunteer and community projects as needed.

#### **SPECIFIC RESPONSIBILITIES**

1. Maintain and grow volunteer base through outreach to individuals, community-based organizations, groups, colleges/universities, and corporations as needed utilizing various recruitment techniques. Speak before these groups and entities regarding volunteer program activities and the need for volunteers and donations.
2. Collaborate with CDO to identify and solicit volunteer groups at companies that offer a financial volunteer match for time spent in volunteer activities. Cultivate, manage, sustain, and grow volunteer relationships with strategies that recognize and cultivate new and on-going volunteers.
3. Management and oversight of MEND's Volunteer Management Platform, Galaxy Digital, including creating and producing all necessary routine and custom reports.
4. Create robust volunteer opportunities for individuals and groups, including key special events, in collaboration with program director and CDO on an ongoing basis to support and amplify MEND's mission.
5. Review applications, screen, interview, assess interest/skills of and match volunteers/TWEX participants with appropriate opportunities. Manage comprehensive orientation process for new volunteers/PWE participants; manage schedules for everyday activities; update and implement volunteer program policies and procedures.
6. Evaluate and mitigate risks associated with volunteer positions and ensure controls are in place to protect volunteers, programs, the organization, and community.
7. Proactively work with volunteer groups to inquire about volunteer interest and calendar their activities.

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8. Act as liaison to volunteer and community service groups/organizations; assist in planning, scheduling, and coordinating their activities and highly engage with them during scheduled activity/event to provide support and hospitality.
9. Train staff to work effectively and cooperatively with volunteers in their area of focus. Work closely with staff to develop volunteer and TWEX opportunity descriptions and number of slots needed per department.
10. Assist with conflict resolution with individual and group volunteers, as well as TWEX according to established agency procedures.
11. Create key performance indicator metrics around volunteerism to be used in impact and strategic plan reporting. Ensure department goals are met annually.
12. Other duties as assigned.

### **Skills/ Experience Needed:**

- BA/BS required
- Minimum 2 years in management position with a non-profit including staff supervision/accountability
- Enthusiastic team builder with strong leadership skills including relationship building, strategic planning
- Bilingual written and verbal English/ Spanish required
- Familiarity with a volunteer management platform (Galaxy Digital a plus)
- Experienced problem solver; strong conflict resolution ability
- Action oriented, flexible, and innovative approach to management
- Strong decision-making ability and attention to detail
- Strong organizational skills. Ability to work under pressure and meet deadlines
- Strong people skills, especially in working with volunteers
- Ability to work cooperatively with different types of personalities in a fast-paced environment, sometimes under pressure
- Flexible, proactive, resource and efficient, with a high level of professionalism and confidentiality
- Excellent skills in office procedures and ability to multi-task; attention to detail, including good follow-through and ability to work independently
- Expert level written and verbal communication skills
- Must have tolerance for high traffic and interruptions
- Reliable automobile, valid driver's license and car insurance as required by law
- The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies.

**TIME COMMITMENT:** Full-time, 35 hours per week; may include some evenings and weekends and local travel.

All positions contingent on continued funding.

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This position is partially funded by LA County. All County workforce members must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

To apply, please submit cover letter **and** resume to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org) Position open until filled.

*The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job.*