

# FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

**Job Title:** Volunteer Engagement Specialist

**Reports to:** Volunteer and Community Engagement Manager

**Education:** Bachelor's Degree or relevant work experience

**Experience:** Working with volunteers or customer service experience preferred

**Prefer:** Bilingual, Spanish

**Position is:** Non-Exempt, Full-time (38 hours per week)

**Pay Rate:** \$25-31 per hour, depending on experience

## **Job Summary:**

Under the supervision of the Volunteer and Community Engagement Manager, the Volunteer Engagement Specialist will play an integral role in supporting Families Forward's dedicated team of volunteers in furthering our mission to prevent and end family homelessness. The Volunteer Engagement Specialist will be responsible for the support of the daily operations, recruitment, and retention of Families Forward's robust volunteer program, as well as support Families Forward's outreach and community engagement strategies. In a fast-paced, dynamic environment, this position will be a welcoming go-to for volunteers, clients, and donors.

## **Essential Job Duties:**

### **Volunteer Engagement (75% time spent):**

- Schedule and coordinate volunteer assignments, ensuring adequate coverage for Families Forward's programs and services.
- Provide ongoing daily support and guidance to volunteers, including the front desk and food pantry volunteers assisting with client inquiries and resources as needed. Assist volunteers with Spanish-speaking clients.
- Support with volunteer communications and volunteer retention and appreciation plan. This includes supporting the annual Volunteer Appreciation Luncheon and community recognition opportunities.
- Implement volunteer orientations and training to increase volunteers' understanding of the organization.
- Support the intern program.
- Conduct regular check-ins and surveys to gather feedback and assess volunteer satisfaction. Support improvements as necessary.
- Address any issues or concerns that arise, mediating conflicts when necessary.
- Assist with volunteer tracking, including data entry in the Volunteer Management Software to ensure records of volunteer hours and activities are maintained for evaluation and reporting.

### **Community Engagement (15%):**

- Implement effective strategies to recruit volunteers to support Families Forward's programs and reflect the diversity of the population being served.
- Assist with seasonal programs (Back-to-School, Thanksgiving, and Holiday Wish), including volunteer recruitment and oversight and donation solicitations.
- Assist donor cultivation and stewardship, including tours, assistance with donation delivery, and communication.
- Assist with outreach efforts and represent Families Forward at community events and outreach opportunities.
- Assist with data entry into donor database to record volunteer and donor engagement.

### **Additional Responsibilities (10% of time spent):**

- Assist with events, fundraising, and marketing activities.
- Attend staff meetings, Fund Development meetings, and other meetings as needed.
- Assist with other duties and special projects as assigned.
- Provide operational support and other general office duties as requested.

**Qualifications and Requirements:**

- Strong attention to detail.
- Must be able to multi-task and pivot quickly when organizational needs change.
- Ability to develop effective relationships with management, staff, volunteers, and public to achieve organizational goals.
- Occasional evening and weekend work required, especially during seasonal programs.
- Ability to occasionally lift or carry 25 pounds.
- Maintain valid California Driver License and state-mandated Vehicle Insurance.

**Benefits**

- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

***Please submit resume to Marissa Hall at [mhall@families-forward.org](mailto:mhall@families-forward.org). No phone calls please.***