

JOB DESCRIPTION

Position: Volunteer & Community Engagement Coordinator

Type: Non-Exempt, Full-time, 40hr/week, typically Monday-Friday, 8AM-5PM, with some flexibility for night and weekend hours

Reports to: Executive Director & Resource Development Director

Habitat for Humanity of Goldsboro-Wayne is an ecumenical Christian housing ministry, dedicated to eliminating substandard housing and creating affordable homeownership opportunities. This mission is dedicated to a process of mutual help and respect, involving community volunteers and those with housing needs working in partnership. In this environment, employees may be required to work during non-traditional business hours when needed.

The Volunteer & Community Engagement Coordinator is responsible for leading the affiliate's engagement with its grassroots, community partners. This includes, but is not limited to the McNair Heights Advisory Committee, the Lenoir Advisory Committee, the McNair Heights Neighborhood Watch, the Marshall Street Neighborhood Watch, the McNair Heights Homeowners Association, the Habitat Youth Council, and any other similar groups or committees that are created. This position also is responsible for being the affiliate's liaison for other outreach efforts, such as tabling or volunteering at community events, and representing the affiliate's interests with other community organizations. Because of these responsibilities across two counties, this position must be both a team player and able to work independently with minimal supervision. This position must also be well-organized with attention to detail, self-motivated and able to follow through on ideas, and willing to engage with a wide range of people from a variety of different backgrounds.

This position reports directly to the Executive Director but also will have a large portion of its work that falls under the purview of the Resource Development Director. In addition, this position will often have to work closely with the Family Services Director.

This position is responsible for helping the affiliate effectively communicate its message and mission to the community, recruit and retain the necessary volunteer support to carry out that mission, and to assist in fundraising the necessary revenues to support that mission. Because then this position will have access to information about homeowners, donors and volunteers, trustworthiness and confidentiality are important and necessary requirements for this position.

Key Responsibility: Volunteer Coordination & Engagement

- Coordinate volunteer efforts for construction, Restore, and administrative offices to maintain adequate coverage in all areas. Proactively contact community groups, businesses, schools, churches, etc., to increase the number of volunteers in construction, Restore, and office administration, with a special focus on recruiting and retaining regular volunteers & crew leaders.
- Respond to all individual volunteer inquiries.
- Assist Family Services Director in tracking family partnership hours
- Coordinate internships and other special volunteer placement programs
- Coordinate community service volunteer opportunities and reporting needs
- Develop creative build days and other community engagement/outreach opportunities

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- Coordinate details of large- scale group builds and signature events (Collegiate Challenge, Care-a-Vanners, & Women Build Day, etc.) including meals, accommodations, scheduling, etc.
- Monitor and assess need for volunteer services, volunteer satisfaction & program improvements.
- Resolve conflicts between volunteers, volunteers/staff or inappropriate assignments.
- Ensure all volunteer paperwork, such as waivers and sign-in sheets, as well as mailings – invitations, thank you notes, etc. – are sent out the appropriate schedule.
- Develop creative ways to show appreciation to volunteers
- Ensure the volunteer database is maintained and up-to-date.
- To assist with the creation of marketing materials geared toward volunteers – print and social media
- Execute special events under the direction of the Resource Development Director
- Appear on site and in the ReStore regularly to thank, encourage and recognize volunteers

Key Responsibility: Habitat Neighborhood & Community Group Liaison

- Liaison and coordinate with each of the Habitat’s neighborhood- and community-based groups in both Wayne and Lenoir counties on behalf of the affiliate. The responsibilities of this role include:
 - Listening to the needs of the neighborhood- and community-based groups and communicating those back to staff and board as necessary
 - Representing the affiliate’s interests in meetings with the groups and ensuring that they remain aligned with Habitat’s overall mission and principles
 - Ensuring that the groups and their participants have the necessary affiliate support to meet their goals
 - Assist these groups with advocacy on local, state and federal levels
 - Assist these groups in carrying out plans for events such as community block parties, and more

Key Responsibility: Community Organization Liaison

- Liaison and coordinate with community organizations, churches, schools and others to participate in community outreach efforts. The faith community should be a primary focus of this position. The responsibilities in doing so include:
 - Presenting information to future homeowners
 - Recruiting future volunteers
 - Explaining and sharing the mission of Habitat
 - Representing Habitat’s interests with other community groups

Key Responsibility: Community Relations

- Be able to tell the Habitat story – what we do, why we’re important and what our mission in Wayne County is – to any one at any time.
- Take photos at events and share with Resource Development.
- Assist with creating and giving public presentations as necessary

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Key Responsibility: Administrative Operations

- Utilize affiliate database to enter applicant, donor, volunteer information as needed
- Work with executive director to meet grant reporting requirements
- Coordinate with admin volunteers to enter donor and volunteer information as needed
- Process mail & greet walk-ins, donors, homeowners, applicants and direct as necessary
- Assist with general office administration, filing, record maintenance
- Assist with general office maintenance, upkeep and cleaning

Qualifications:

- Understanding of and passion for Habitat's mission
- Ability to set priorities, organize time and collect and use necessary data
- Ability to work independently, efficiently and effectively
- Ability to follow through ideas with actions
- Have reliable transportation and the ability to travel independently across our two-county service area, for both day, evening and weekend meetings and events as necessary
- Ability to engage with a wide variety of people from different backgrounds
- Ability to communicate verbally, in-person, in-writing and via social media platforms with varied public, employees, volunteers, donors and homeowners
- Ability to speak in front of groups and individuals
- Relevant college degree or equivalent work experience
- Ability to pass criminal background and credit check
- Experience with Salesforce or other CRM (preferred)