Trident United Way (TUW)

JOB DESCRIPTION—Director of Strategic Volunteer Engagement (SVE)

Division: Community Impact

Reports To: Vice President of Community Impact

Salary Range: Commensurate with Qualifications and Experience

Position Summary:

This leadership position is responsible for creating, innovating and managing Trident United Way’s strategic volunteer engagement impact area in a way that inspires and motivates stakeholders of interest to action supports achievement community impact and fundraising goals. The focus aligns the organization’s strategic direction of leveraging human capital and valuable service opportunities toward making tangible impacts on the lives of tri-county residents.

Building relationships with both corporate and community volunteers, the director will ensure an energized, efficient and effective volunteer base of support for the organization. The director will also interact with all functional areas of the organization and be accountable for leading development of strategies, operational plans, metrics and initiatives to support 1) skilled volunteer matching, placement and support between funded and corporate partners; 2) the strategic volunteer engagement portion of the investment strategy; 3) Day of Caring and leadership volunteer cultivation. The Director is responsible for managing a program coordinator and serves cross-functionally on the Community Impact team. He/she will also work closely with the Marketing/Resource Development leadership teams. At its heart, the Strategic Volunteer Engagement department builds a customer-focused service approach to strengthen relationships and engage volunteers to make community-level and programmatic impact.

Essential Job Functions:

- Develop, implement, and continuously improve the TUW internal and external volunteer engagement plan guiding volunteers from point of entry to orientation to matching to ongoing stewardship to service conclusion and to reengagement with goals to create a consistent, branded TUW volunteer experience; develop a TUW leadership volunteer pipeline; deepen volunteer engagement through skill-based volunteerism; deepen key corporate and partner relationships; and support community impact and fundraising goals.

- Manage the SVE Manager and temporary staff and oversee planning and execution of the Day of Caring community relations volunteer event in partnership with the Marketing department.

- Build the Corporate Volunteer Council with members of high-performing TUW corporate campaigns and corporate campaign prospects. Use the T.R.I.P. process and apply the Collective Impact discipline to achieve Collective Impact goals for this group.
- Create a comprehensive matching and placement system using the Andar e-Volunteer and i-Attend modules with the goal of effectively matching skilled volunteers to long-term or skilled based funded partner projects. Cross train on other Andar modules to inform use of volunteer-specific modules.

- Manage the Outreach & Advocacy Community Investment Review Council (CIRC) and community investment process. This includes, but is not limited to, the creation of a process map, timelines and deliverables; best practice volunteer toolkits and materials; reporting and tracking criteria; and monitoring and follow-up steps.

- Create key performance indicator metrics around volunteerism to be used in Community Impact reporting.

- Actively seek and secure grants and other funding sources to support the SVE department and build capacity for scalable volunteerism initiatives.

**Other Job Functions:**

- Lead, manage, champion or participate in ongoing project teams focused on strategic volunteer engagement efforts.

- Serve as a part of the Community Impact Directors and Support staff team and participate in regular staff meetings, planning sessions, trainings, and committee and board meetings.

- Develop trainings and lead learning and evaluation of strategic volunteer engagement initiatives internally and externally.

- Create formal feedback loops to continuously monitor, evaluate and improve the strategic volunteer engagement initiatives using data and qualitative feedback from individual participants.

- Monitor trends related to social issues affecting volunteerism and engagement throughout the region. Stay abreast of best practice volunteer research.

- Perform other essential functions as requested by the VP of Community Impact.

**Core Competencies:**

- Consistently demonstrates the behaviors of TUW core values at all times.
- Creates real social change that leads to better lives and healthier communities.
- Cultivates and manages relationships towards a common goal.
- Dedicated to shared and measurable goals for the common good; creating resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- A leader who takes initiative in planning and developing initiatives to achieve results that drive collective community outcomes.
- Engages diverse stakeholders to accurately and effectively assess community needs and with credibility, authenticity and humility strategically guides Trident United Way to contribute to the community’s priorities.
• Is an effective and passionate communicator, articulating the Trident United Way message in a way that inspires others to act in service to the organization and the community.

**Required Skills:**
- Ability to engage, lead, motivate, supervise and manage a diverse staff, community partnerships, community leaders and volunteers.
- Ability to master use of databases, project management software and other web-based tools
- Excellent written and public speaking skills.
- Knowledge of Microsoft Office suite.
- Ability to plan, organize and facilitate meetings and presentations.
- Knowledge of nonprofit agency operations and management.
- Knowledge of current public policy issues.
- Knowledge of fundraising and grant-writing procedures.
- Ability to adjust to changes and to work effectively under stress.
- Ability to initiate action and work independently or as part of a team.

**Required Education:**
- Bachelor’s Degree in social work or related field required.
- Master’s degree preferred.

**Experience:**
- Minimum of 7 years of volunteerism, human services or a related field required
- 3 years supervisory experience
- 3 years grant writing and grants administration experience preferred
- 2 years of project management experience preferred
- 5 years of program development/management of high poverty or disadvantaged populations preferred
- Minimum of 1 year experience preferred in applying evaluation methodology preferred

**Physical Requirements:**
- This job requires exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Worker must frequently talk and hear and use typical office equipment. Worker sits most of the time; routinely required to walk and occasionally travel by car.

**Work Environment:**
- Primarily works in climate controlled office-based setting. Position may require worker to commute to offsite locations to complete business.