



Job Description

Title: Community Engagement Specialist

Hours: Full-Time (40 hours/week, non-exempt). This position may include evenings and weekends as needed to support organizational operations, programs, and special events.

Compensation: \$20 Per Hour + Benefits

Reports To: Senior Director of Development and Communications

Purpose: Coordinate Poverello House's volunteer program to best utilize the 500+ individuals monthly who donate their time to advance the organization's mission. Will also focus on the Poverello House guest experience and guest service delivery methods. This position will have the unique opportunity to creatively build and grow the volunteer program for the success of the organization.

Job Responsibilities and Duties

- Coordinate the current volunteer program by utilizing CERVIS software. Maintain accurate records of volunteer information, including contact details, availability, and volunteer hours.
- Develop a volunteer retention and appreciation program.
- Further the reach and success of the Volunteer Ambassador program.
- Develop and conduct volunteer orientation sessions to familiarize volunteers with the organization's mission, policies, procedures, and expectations.
- Develop a system for volunteer recruitment, identification of necessary volunteer roles, and utilization of skilled volunteers.
- Design new volunteer experiences and opportunities to engage the community (i.e., family service day, annual volunteer days, etc.)
- Envision, establish, and coordinate volunteer needs for Papa Mike's Café; ensure that daily needs are met and pathways to service are clearly communicated.
- Engage new groups for volunteer recruitment and engagement, such as faith-based, social, and other types of groups.
- Establish a clear volunteer relationship with educational institutions to include high schools, CSU Fresno, Fresno Pacific University, and Fresno City College.
- Collaborate with marketing team to promote volunteer opportunities through various channels, including social media, community events, and online platforms.
- Supervise and manage Americorps fellows, College Corps Fellows, and other similar program partnerships.
- Research and implement ongoing training opportunities for interns/high-value volunteers.
- Coordinate volunteers to implement campus beautification projects.
- Communicate project progression to Supervisor regularly or upon request.

- Develop guest enrichment opportunities across programs at Poverello House (Naomi's House, Village of Hope, Rehab program, courtyard, etc.) and utilize volunteers in their development.
- Communicate regularly with volunteers to assess their satisfaction, address concerns, and provide feedback.
- All other duties as assigned

Qualifications

- At least 1 year of working in a Non-Profit organization
- At least 1 year working with those experiencing homelessness, those struggling with drug or alcohol addiction, and/or those challenged by severe mental illness (or other applicable population)
- Experience coordinating volunteers and development of enrichment for underserved communities
- A passion for serving those in need and an understanding of the clientele served at Poverello House
- Excellent communication skills; both verbal and written
- Ability to multitask and work well under pressure
- Proven ability to work independently with guidance
- Reliable transportation and a valid driver's license
- Proficiency in the Microsoft Office Suite, E-mail, and utilization of social media outlets

If you are interested in this position, please email your resume to PovHR@poverellohouse.org.
No phone calls, please.