



Volunteer and Outreach Associate Job Announcement

Job Title: Volunteer and Outreach Associate

Reports to: Director of Programming

Starting: October 2017

Status: FULL TIME (40 hours/week)

Deadline to Apply: September 1, 2017

About Generation Hope:

Founded in 2010, Generation Hope selects teen mothers and teen fathers who have displayed academic achievement and a desire to go to college to become Scholars in the Generation Hope Scholar Program. Teen parents are often dismissed by school officials and others when it comes to their potential to pursue higher education. Generation Hope presents college-readiness workshops in the community throughout the year to identify and recruit promising students to our program. Once accepted, Generation Hope provides each Scholar with two supports that we believe increase the likelihood that they will obtain their college degree; up to \$2,400 per year in tuition assistance, one-on-one mentoring, and crisis support. Additionally, Scholars receive an increased network of support from the extended family that the program provides to them and to their young children. This support stays with Scholars until they earn their two or four-year degree. To date we have provided more than \$400,000 in tuition assistance and celebrated 30 teen parents who have earned degrees through our program.

Generation Hope currently serves 101 teen parents in college and 300 expecting or parenting high school students annually through college-readiness workshops. In July 2015, Generation Hope began a significant three-year growth plan with a goal of serving 100 parenting college students by 2018.

Generation Hope's founder is a CNN Hero and was named a 2017 Minority Business Leader by the *Washington Business Journal* as well as one of the "Top 40 Under 40" by the *Washingtonian* in April 2017. Additionally, the Catalogue for Philanthropy has named the organization "one of the best" nonprofits in the D.C. region.

Please visit www.supportgenerationhope.org for more information.

Position:

The Volunteer and Outreach Associate is a full time position. The Volunteer and Outreach Associate works with the Director of Programming to support Generation Hope's Scholar Program and is responsible for managing Generation Hope's volunteer program, handling outreach to potential Scholars and Sponsors, soliciting item donations from community partners, and overseeing all in-kind donations. S/he also represents Generation Hope to nonprofit partners, students, donors and various other constituent groups. The Volunteer and Outreach Associate should provide outstanding customer service, be an enthusiastic professional, and be able to build relationships with internal and external customers.

Responsibilities:

Volunteer Coordination

- Develop and promote the various volunteer opportunities within the organization
- Recruit, interview, and place applicants for volunteer work
- Manage background checks for all volunteers working with youth
- Maintain up-to-date volunteer records and volunteer position job descriptions
- Ensure volunteers are staffed to support various needs, including Hope Corps Childcare Volunteers, Snack Crew, and Event Volunteers
- Manage the volunteer tutoring program, including matching Scholars with volunteer tutors and providing post-match follow up
- Conduct and/or arrange for volunteer orientation and training
- Assist the Director of Programming with the development of volunteer policies, procedures, and standards of volunteer service
- Assess volunteer feedback received through comment forms
- Organize and participate in volunteer recognition activities and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Manage volunteer communication, including birthday and holiday cards for volunteers

Outreach

- Conduct college-readiness workshops to expecting and parenting students at high schools and community organizations
- Maintain and form relationships with guidance counselors, case managers, and others who provide referrals to Generation Hope
- Lead mentor (i.e. Sponsor) recruitment efforts by posting Sponsor opportunities online, partnering with community groups to recruit Sponsors, developing communications strategies for recruitment, etc.
- With Director of Programming, organize Sponsor Open Houses at least 3x annually

In-Kind Donations

- Manage logistics for accepting and storing in-kind donations such as baby clothes, diapers, books, etc.
- Develop and enforce policies about what in-kind donations can be accepted
- Keep the in-kind donation area organized
- Solicit and organize items for Scholar Wish List twice annually
- Solicit and organize gifts for Adopt-A-Scholar holiday program
- Develop and maintain partnerships with other nonprofit organizations that provide in-kind donations for Scholars

Other

- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Other duties as assigned.

WE ARE LOOKING FOR A HARDWORKING, INNOVATIVE, COLLABORATIVE INDIVIDUAL WHO THRIVES IN A FAST PACED ENVIRONMENT. THE SUCCESSFUL CANDIDATE WILL HAVE THESE QUALITIES/QUALIFICATIONS:

- Bachelor's degree
- Excellent communication skills, including writing, proof reading skills, and speaking
- Experience facilitating or co-leading workshops/trainings a plus
- Bilingual (Spanish/English) a plus
- Experience working with volunteers a plus
- Fantastic customer service ethic and high expectations for quality
- Motivated and able to work independently as well as with a team.
- Willingness to take initiative
- Record-keeping, organization, and event planning skills
- Willingness to adjust hours to accommodate the needs of the volunteer program
- Must be able to travel to different locations in the D.C. metro region for events and workshops
- Must be available for special events and training, which may occur on evenings and weekends
- Demonstrated ability to multi-task, manage concurrent processes/projects, and focus on the small but important details in all projects while keeping the bigger picture in mind
- Excellent office and computer skills. Proficiency in Microsoft Office is required.
- Able to establish and maintain cooperative professional relationships with colleagues, donors, volunteers and the public
- Personal qualities of honesty, credibility, and dedication to the mission and values of Generation Hope.

To apply, please complete the [online application](#). If this link does not work, you can access the application at the URL below:

https://Generation_Hope.formstack.com/forms/apply_now

*Please do not call

Generation Hope is an equal opportunity employer.