POSITION TITLE: Community & Volunteer Engagement Specialist

REPORTS TO: Manager of Programs and Impact

FULL-TIME, EXEMPT some evenings and weekends required

Application: Please send resume and cover letter to careers@diversitycenter.org. Please include in your cover letter why you are interested in the position.

ORGANIZATION MISSION:
To inspire and support every member of the LGBTQ+ community by creating a culture of well-being.

ABOUT US:
The Diversity Center (TDC) is a nonprofit 501(c)3 located in Santa Cruz County and was founded in 1989 to fill a need which still exists: to support and advocate for LGBTQ+ people of all ages and backgrounds so that they can thrive.

The Diversity Center is at a pivotal and exciting stage of innovation and growth as we work to meet the pressing needs of today. Under the umbrella of resiliency and well-being, The Diversity Center is at a time of reinvention. In this dynamic moment, we’re looking to build a team that brings fresh ideas, positional expertise and insatiable enthusiasm for creating thriving out-of-the-box opportunities for the LGBTQ+ community. TDC has recently purchased its “forever home” and this building is a blank canvas ready to receive the next generation’s inspiration. This position is part of a small but mighty staff that will make a lasting mark by leading The Diversity Center into its next chapter of impact, expansion and growth.

COMMITMENT TO DIVERSITY AND EQUITY:
The Diversity Center strives to be a workplace that is representative of the community we serve. We are an equal opportunity employer and encourage applications from all individuals including LGBTQ (lesbian, gay, bisexual, transgender, and queer) people; people of all genders and gender expressions; Black, Brown and Indigenous People; People of Color; people living with HIV, and people with disabilities.

POSITION SUMMARY:
Community outreach in this position blends the art of volunteer development, event planning, and programmatic execution to reach higher levels of impact. Working closely with the TDC program team, the Community & Volunteer Engagement Specialist is responsible for creating and maintaining lasting
community relationships by acting as the primary point of contact for TDC community volunteers, partnership requests and events. Under the strategic priorities, the Specialist will lead the planning and coordination of outreach events and activities that create awareness as well as educate and inform the wider community about LGBTQ+ issues. The Specialist draws in new and existing LGBTQ+ community members enticing them to become actively involved. This position will also coordinate scheduling community requests for speakers and trainers, supporting the education and advocacy initiatives. The most used skillset will include volunteer management, project/event management, public speaking and relationship building. The successful candidate will be incredibly organized and able to hold details while demonstrating an ability to work independently to move projects forward with grace and connected relationships.

**KEY RESPONSIBILITIES:**
Includes the following and other duties as assigned*:

**Volunteer Management**

- Develop and deliver inspiring strategy for volunteer outreach, recruitment, and engagement ensuring alignment with overall needs and direction.
- Create and implement best practices adopted by industry professionals for building strong relationships with volunteers. This includes but is not limited to:
  - Creating policies and procedures
  - Recruiting
  - Training & screening
  - Communication
  - Coordinating needs and schedules
  - Delegating
  - Appreciating and retaining
  - Tracking and recording volunteer impact
- Oversee, schedule and coordinate volunteer supported programs and events (ex: speakers, trainers, luncheons, etc). Coordinate logistics for volunteer supported events, including:
  - establishing sites and dates for project work,
  - coordinating with partner organizations,
  - recruiting volunteers,
  - handling phone, voicemail, written, and email inquiries,
  - securing materials, tools, equipment, refreshments, signage, and forms,
  - writing and sending pre-event confirmations and reminders, and post-event thanks to volunteer groups,
  - working with volunteers, staff, and partners to manage/assist groups before they arrive and upon arrival to provide the best experience and minimize confusion and problems,
  - ensuring internal communications and responsibilities of staff are clear, and
  - tracking and recording volunteer data for seamless entry to the database
- In partnership with colleagues, ensure volunteer involvement and support is successfully integrated within the activities of TDC. Work collaboratively with staff to assess organizational
needs that could be filled by volunteers.

- Increase the understanding and visibility of all outreach and engagement programs by building relationships in the community.
- Develop and oversee the volunteer program budget.
- Implement volunteer management software and technology to automate, digitize and measure volunteer activity to support grant objectives. Develop systems to maintain accurate records and provide timely assessments of program success, including assessing volunteer feedback received through comment forms. Recommend and implement changes as appropriate.

**Community Outreach**

- Create and manage high quality center events that are on budget and reach goals for engagement.
- Work collaboratively with TDC programming team to identify events and programs needing support:
  - Build event plans with detailed steps, responsibilities, and timelines.
  - Recruit, manage and direct volunteer and staff participation.
  - Build and oversee event committees and advisory groups.
  - Develop and finalize event formats, agendas, topics, speakers, and content.
  - Track and record engagement.
  - Promote events widely in the community.
  - Manage solicitation for in-kind and contributed goods for events.
  - Liaise with vendors, exhibitors and/or stakeholders during the event planning process.
- Identify and staff opportunities for TDC to be engaging with the community, sharing information.
- Coordinate all requests for advertised TDC services such as Triangle Speakers, SOGIE Trainings, event resource tables, etc…
- Conduct TDC trainings to public and volunteers, such as SOGIE, Allyship, Triangle Speakers
- Support programming that engages community participation.
- Work with TDC leadership team in executing larger organizational fundraising and appreciation events.

* All staff will be participating in and benefit from reaching fundraising goals.

**QUALIFICATIONS INCLUDE:**

- A proven commitment to The Diversity Center’s mission and values. Commitment to a diverse, inclusive and equitable work environment. Culturally sensitive and gender aware.
- Three plus years directly managing a volunteer engagement program in a volunteer forward organization that relies on volunteers to accomplish goals. You enjoy building and working with volunteer committees intended to support the activities of the organization.
- Experience developing and executing training. Comfort with public speaking
- Strong interpersonal skills, able to develop and maintain professional relationships with employees, volunteers, donors, board members, and all community stakeholders.
- Three plus years directly managing and executing events OR three years doing project management using tracking tools..
Proven ability to effectively think through and identify micro steps in achieving successful macro outcomes. Strong organizational and project management skills.

- Self-starter, able to prioritize overlapping projects and maintain organization to meet deadlines.
- Strong administrative writing and reporting skills.
- General working knowledge of Google Workspace. Experience using project management tools like Asana or other.
- Understanding of and ability to engage social media and tools such as Instagram and use Canva to create marketing materials.
- Consistently demonstrate a professional, mature demeanor. Able to remain calm under pressure.
- Ability to occasionally work early mornings, evenings, and weekends as required.

**NOTEWORTHY PLUSES:**

- English/Spanish bilingual.
- Familiar with Santa Cruz, Monterey and San Benito Counties and/or Bay Area volunteer and LGBTQ+ networks and beyond.
- Experience in and enthusiasm for working in the creative phase of an organizational rebirth, navigating ambiguity with ease by taking personal responsibility to resolve collective needs.
- A general orientation to life keeps you upbeat and enthusiastic about your work and your teammates. By nature you lean towards the collective, and people are engaged and inspired by you.

**SALARY AND BENEFITS:**

This is a full-time salaried position. The Diversity Center has undergone a compensation review, implemented a new professional staffing structure, and is offering a competitive salary and benefits package.

Highlights include:

- Salary range is $55,000-$70,000 and commensurate with experience.
- Medical, dental and life insurance
- Generous PTO and paid holidays
- Retirement fund and matching
- Technology and mileage reimbursement

Work schedules can have some flexibility. This position will need leadership presence within the community and the center. Occasional work-from-home options but contingent upon meeting organizational needs, coverage and physical presence with colleagues, partners and community. Schedule will be reviewed and is subject to change based on the success of the arrangement.