Volunteer Coordinator

Job Title: Volunteer Coordinator
Salary Range: $55,000 - $65,000
Reports to: Community Engagement Manager
Job Status: Full time (40 hours/week)
Application Deadline: February 9 2024
Starting: March 2024

About Generation Hope:

Generation Hope is a nonprofit organization with a mission to ensure all student parents have the opportunities to succeed and experience economic mobility by engaging education and policy partners to drive systemic change and providing direct support to teen parents in college as well as their children through holistic, two-generation programming. To date we have provided over $1 million in tuition assistance, supported over 430 teen parents in college, celebrated more than 170 degrees earned through our program, and built relationships with 30+ two and four-year institutions across the country. For more information, please visit www.generationhope.org.

We are one of the “best non-profits in the region.” Read below to learn why.

By joining our team, you will be working for an organization named "one of the best nonprofits" by the Catalogue for Philanthropy. Not only do we live out and operationalize our values, we have done the work to create a culture that truly supports every member of our staff. The best part of our organization is the people, from the families we serve to the team we have deliberately cultivated. We strive for excellence while understanding the most valuable asset that we have is our people. We celebrate diversity in all of its forms, including thought, professional and lived experiences, race, gender - even taste in music. If this sounds like a mission and work environment you would like to contribute to and grow with, please consider joining our team.

In this role, you will work directly with our Community Engagement Manager to manage our volunteer program, ensuring that Generation Hope has access to skilled and engaged volunteers who will help us accomplish our mission and that our volunteers have an enriching volunteer experience.

Impact

The Volunteer Coordinator will have external impact in the following ways:

- Recruiting volunteers, including mentors, to ensure that Generation Hope can meet strategic targets;
- Ensuring an enriching, rewarding experience for volunteers through volunteer appreciation events, communications campaigns, and other creative avenues;
• Sharing Generation Hope’s mission externally through speaking engagements, community engagement fairs, one-on-one connections, and more.

**Primary Responsibilities:**

**Volunteer Recruitment**

• Recruit, schedule, and manage volunteers for all of Generation Hope’s volunteer opportunities, which include tutoring, career support, childcare volunteering, event volunteering, and snack crew.

• Manage and enhance the volunteer application process, including providing excellent customer service as the first point of contact with Generation Hope, ensuring that volunteers are matched with an appropriate opportunity, and maintaining complete and accurate records.

• Support the Community Engagement Manager in recruiting mentors, including holding one-on-one calls with prospective mentors, scheduling and conducting mentor interviews, managing an organized mentor recruitment database, and helping to brainstorm mentor recruitment activities.

• Execute strategies for volunteer recruitment, including efforts to recruit within specific groups/communities to ensure that Generation Hope is recruiting a diverse cohort of volunteers annually.

• In collaboration with the Community Engagement Manager, represent Generation Hope at events such as community fairs, volunteer fairs, farmers markets, etc.

• Collaborate with the communications team to create collateral for volunteer and mentor recruitment and to share volunteer stories and experiences externally.

**Volunteer Management**

• Manage tutor matching and follow-up for Scholars in both the DC and New Orleans sites, ultimately enhancing Generation Hope’s Tutoring Program through improved tutor recruitment, matching, training, and retention policies and practices.

• Maintain files, databases, and other data for volunteer programs.

• Coordinate volunteers on-site at events to ensure an organized, rewarding experience for all volunteers.

• Ensure that all volunteers are appropriately trained and have completed background checks, as needed, prior to volunteering.

• Manage background checks to ensure volunteers and mentors have completed this process. Work with leadership across departments to share background check updates for other Generation Hope personnel.

• Provide volunteers with all the information that they need prior to and during their volunteer experiences to ensure that they are able to effectively execute their duties as assigned.

• Work with the Community Engagement Manager to curate engaging group volunteering opportunities for corporate and other partners, as needed.

• Work with the Career & Alumni Services Manager to recruit and train career-readiness volunteers to support Scholar career development.

• Work with the Community Engagement Manager to continually evaluate and improve the volunteer program through surveys and informal feedback, resulting in greater volunteer retention.

**Volunteer Appreciation**
- Communicate regularly with volunteers by producing regular volunteer e-newsletters, doing personal outreach, sending birthday messages/cards, and other means.
- Work with the Community Engagement Manager to continually evaluate and improve the volunteer program through surveys and informal feedback, resulting in greater volunteer retention.
- Work with the Community Engagement Manager to plan and implement volunteer appreciation initiatives, events, and communication campaigns.
- Plan and execute an annual volunteer appreciation event.
- Collaborate with the Communications team to launch a Volunteer Appreciation Week social media campaign.
- Collaborate with the Director of Development and Career and Alumni Success Manager to identify creative and holistic opportunities for corporate partners to engage with Generation Hope as volunteers, donors, and thought partners.

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

REQUIRED SKILLS AND KNOWLEDGE:
- Passion for Generation Hope’s mission
- A Bachelor’s Degree OR a combination of post-secondary education and experience equal to five years
- At least one year of experience working with volunteers
- A love for working with people, including people with different backgrounds and experience
- Commitment to and experience providing excellent customer service
- Ability to garner support for an organization or cause and inspire people to get involved
- Ability to self-direct and prioritize among competing goals and to initiate process improvements
- Goal-oriented, with strong initiative and creative problem-solving skills
- Flexible and willing to contribute when necessary to projects outside of own department
- Access to reliable, insured transportation to get to events around the D.C. metro area
- Willingness to adjust hours to accommodate the needs and schedules of Scholars and their children. Must be available for special events and trainings, which may occur on evenings and weekends.
- Unquestioned integrity and commitment to Generation Hope’s mission and values
- Personal and professional commitment to understanding and dismantling systemic and institutional racism

THE FOLLOWING QUALIFICATIONS ARE PREFERRED:
- Public speaking experience is a plus
- Experience with program evaluation is a plus
- Bilingual Spanish/English is a plus

CANDIDATES MUST RESIDE IN WASHINGTON, D.C., VIRGINIA, OR MARYLAND BEFORE THE EMPLOYMENT START DATE. Generation Hope has a hybrid remote and
in-office work model.

Generation Hope provides full benefits, including 403(b), health, dental, and paid time off. More information on benefits can be found at generationhope.org/careers. As a safeguard to the health of our employees, participants, and community, all new hires must be fully vaccinated against COVID-19 by the employment start date. Our full vaccination policy is available [here](http://generationhope.org/careers).

To apply, please complete the online application here: [https://Generation_Hope.formstack.com/forms/apply_now](https://Generation_Hope.formstack.com/forms/apply_now). Please do not call.

Generation Hope is an equal opportunity employer. Generation Hope will not discriminate on any basis prohibited by law, including marital status, personal appearance, sexual orientation, gender identity or expression, family responsibility, matriculation, political affiliation, race, color, religion, sex (including pregnancy, childbirth, related medical conditions, breastfeeding, or reproductive health decisions), age, national origin, genetic information, veteran status, and disability.