



Crossroads United Way
Serving Elkhart, LaGrange
& Noble Counties

Crossroads United Way, serving Elkhart, LaGrange & Noble Counties Job Posting/Description

Crossroads United Way has the following position available:

Volunteer Engagement Coordinator

Full Time (Exempt)

United Way fights for the Health, Education and Financial Stability of every person in our community. We are Working Families helping working families. We win by living united. By forging unlikely partnerships. By finding new solutions to old problems. By mobilizing the best resources and inspiring individuals to join us and give.

Crossroads United Way (CRUW) partners across all sectors year-round to achieve measurable progress towards specific community level goals in Education, Income, Health and Emergency Services. Our organization stands for Working Families. Over the past 5 years we have raised over \$10M locally and engaged over 4,000 volunteers to help ongoing efforts against a common foe: our community's most daunting social crisis.

Position Summary:

The Volunteer Engagement Coordinator creates, promotes, and manages high-quality volunteer experiences for corporate partners and individuals. The Volunteer Engagement Coordinator will help select and manage the volunteer needs of Read United, Postal Carriers Food Drive (and others), The Great Cardboard Boat Race, Community Impact and Campaign Cabinet, and Coat Drive volunteers. Must be able to accommodate evening and weekend scheduling for volunteer events.

- Coordinates large scale volunteer initiatives such as READ UNITED, Great Cardboard Boat Race and Postal Carriers Food Drive, etc.
- Recruits and connects community members to volunteer opportunities, events and projects.
- Posts volunteer opportunities on appropriate local media sites. Tracks volunteer hours in software programs.
- Develops and nurtures relationships with volunteers, business and local agencies.
- Provides guidance and oversight for a large group of in-school volunteer coordinators.
- Collaborates with Marketing to promote volunteer opportunities, events and projects and to ensure volunteer opportunities are promoted with local media.
- Collaborates with Resource Development staff to identify date-specific group service projects for campaign company employees. Provides support for agency tours, speakers and campaign presentations for company employees.
- Works with local media to ensure Elkhart, LaGrange, Noble and tri-county area volunteer opportunities are promoted.

- Plans and leads assigned volunteer and engagement site projects assigned by the Director of Community Impact. Partners with team members to assist with planning and execution of other volunteer events as needed.
- Provides procurement support to the Director of Community Impact and Volunteer Coordinator(s) to ensure cost-effective and efficient sourcing of project materials.
- Cultivates relationships and manages regular communication with local schools, agencies, and nonprofits to help maintain project inventory for individual and corporate volunteers.
- Assists in the planning and execution of Volunteer Appreciation activities.
- Completes engagement and impact reports.
- Other duties as assigned.

This professional-level position reports directly to the Director of Community Impact and will bring vision, expertise, leadership, and commitment to client (volunteer and or donor) engagement and experience, diversity, equity & inclusiveness to CRUW's overall impact work in delivering on strategies for real, meaningful change; working collaboratively with Community Impact team members, CRUW Development and other staff, Board, volunteers, Community Partners, various community stakeholders, local and non-local legislators and elected officials, and a network of other key partners to make it happen.

A Successful Volunteer Engagement Coordinator will work diligently along with the full Community Impact Team and Development as well as local school Read United staff to transform our tri-county region by consistently delivering exceptional volunteer experiences and professional outcomes:

- Administers CRUW volunteer engagement priority work in Elkhart, LaGrange and Noble Counties. Including but not limited to engagement, recruitment and managing of all current CRUW volunteer needs for: READ UNITED, Food Drive, Boat Race, Development, Impact and Coat Drive.
- Leads, supports, convenes and facilitates CRUW-wide volunteer connections, especially as a pipeline to campaigns and donors.
- Advances selected strategies that further CRUW volunteer engagement and community impact goals and strategies for volunteers in the areas of Education, Health, Income and Emergency Services.
- Provides technical assistance and staff expertise to volunteer management.
- Assesses and aligns/re-aligns CRUW strategies, common data indicators and measures, initiatives and programs as needed to focus work on the outcome of achieving stated volunteer and campaign goals.
- Provides critical thinking and analysis of program-level outcome data to assess and evaluate performance of programs and measure progress made on strategies and goals.
- Builds broad-base networks and relationships to advance select volunteer strategies; including partnerships with United Way Worldwide, other United Ways and other volunteer group stakeholders that can support the advancement of local and regional efforts.
- Actively recruits, develops, and supports diverse volunteers and assigns them to committees; facilitates volunteer engagement activities and motivates team members toward fulfilling CRUW mission, vision and community goals and objectives.
- Engages and partners with philanthropic organizations outside of CRUW
- Works cross-functionally within organization team to support the alignment of work and initiatives with volunteer strategies for focused resource development, fundraising and donor engagement strategies.

- Identifies, researches, monitors, and advocates for new volunteer opportunities.
- Serves as CRUW staff ambassador at various community meetings, conferences, committees; attend, represent and participate in special events and functions on behalf of the organization.
- Additional duties and responsibilities with the organization to be assigned as needed.

Requirements

- Bachelor's degree or equivalent experience, with some nonprofit experience desired.
- Professional, collaborative and knowledgeable personality that appropriately represents the United Way organization and culture.
- Knowledge of the United Way mission and community impact work
- Excellent written and oral skills
- Prior experience with data collection, performance evaluation and data research
- Working knowledge of Microsoft Windows products
- Ability to maintain the confidentiality of highly sensitive information
- Demonstrated superior project planning and project management skills. Demonstrated skills in designing work plans, timelines and managing results.
- Ability to work independently and take initiative
- Ability to work in a fast-paced and changing environment
- Strong attention to detail
- Ability to work with a diverse range of community organizations and populations and move throughout seamlessly.
- A continual, passionate commitment to helping others and the work of United Way and the community we serve.

This is a Full-Time exempt position reports to the Director of Community Impact. Salary negotiable based on experience.

Candidates should apply with cover letter and resume to Mona Livingston

livingstonm@crossroadsuw.org

Crossroads United Way is an Equal Opportunity Employer and is committed to the principles of equity, diversity, and inclusion.