



Community Engagement Assistant

15-20 hours/week

Pay range: \$18 - \$19/hour

JOB PURPOSE:

Under the general direction of the Community Engagement Coordinator, the Community Engagement Assistant supports Hands4Hope - Youth Making A Difference Community Engagement activities and events, including participant/volunteer management, event coordination, youth-led committees, and associated administrative duties. The Community Engagement Assistant will act as a first point of contact for adult volunteers and youth participants. They will be a strong supporter of the organization's mission, be responsible for completing diverse administrative tasks, and collaborate with Hands4Hope - Youth Making A Difference staff. The Community Engagement Assistant interacts with staff, board members, agency representatives, business associates, vendors, and participants/ volunteers, and must project a professional appearance and demeanor during all work-related activities and communications.

DUTIES & RESPONSIBILITIES

Outreach Event Management

- Coordinate all aspects of the following service opportunities, working with adult volunteers and/or youth leaders as applicable: Green Valley Community Church Common Ground, Mercy Creekview Manor Senior Dinner, Sister Nora's Place meal delivery, Upper Room Meal Distribution, Toiletries Scavenger Hunt, Blanket Making, Break Free Run, and others as identified throughout the program year
- Coordinate and act as the staff mentor for all aspect of the following After-School Committees: School Supply, Winter Boutique, and Volunteer Management for Fall Festival
- Review with Community Engagement Coordinator each outreach on a regular basis to determine if they are safe, meaningful, and meeting Hands4Hope goals and objectives in an effective manner (attend outreaches, review volunteer surveys, review number of participants to resources used, etc.); maintain Adult Lead Event Guide Checklist and Emergency Plans
- Assisting with picking up and organizing donations from various drives and other activities.
- Oversee shopping and lists for materials and food for all outreach events
- Work with the communication team to ensure correct information is going out to participants and the public about events (emails and social media posts)
- Coordinate with agencies needing volunteers to get details about outreach needs
- Create digital and printable Community Engagement Calendar to share with Hands4Hope Clubs, Board, and partner schools and organizations

- Assist Community Engagement Coordinator with maintaining the In-kind Financial Report/ Spreadsheet and donations on a quarterly basis
- Assist with maintaining financial planning and reporting for Community Engagement Program
- Assist with Program Reports/Updates for Board Meetings
- Oversee responding to inquiries regarding Community Engagement Program/opportunities
- Assist with adult lead and youth participant recruitment

Volunteer Management / CERVIS (database) Administration

- Post and monitor events, manage volunteer hours, signature forms, confirmations
- Assist in maintenance of volunteer database and running reports as needed
- Update event and confirmation information and emails as needed
- Work with Office Manager to assist volunteers with questions and login issues as needed
- Work with Office Manager to troubleshoot problems with Cervis as needed
- Coordinate adult leads for monthly outreaches, filling in as adult lead for monthly outreaches as necessary
- Review volunteers signed up for outreaches
 - Medical issues, photo releases, permission forms, liability waivers as needed, etc, highlighting important information for the adult lead as needed
 - For ALL events, confirm we have the correct number of fingerprinted adults
- Send confirmation emails for all outreach events
- Communicate with adult leads before and after all outreaches/events (confirm who attended, discuss any issues/concerns, share appreciation, etc.)
- Answer phone calls and emails from volunteers in regard to outreaches/events in a timely manner
- Oversee recruitment and training of adult leads for outreaches

QUALIFICATIONS AND JOB REQUIREMENTS:

General Expectations

- Attend and participate in scheduled meetings as needed, including:
 - Weekly Staff Meeting
 - Identified Committee Meetings
 - Other meetings as needed (partner agencies, adult and youth volunteers, community members, staff, etc)
- Work hours as scheduled and arrive promptly for meetings and scheduled work days
- Be flexible and adjust to changes as needed
- Ability to work expanded business hours including early mornings, evenings, and weekends as needed
- Ability to maintain consistent, regular attendance
- Ability to report to perform tasks in a physical work office environment, including the ability to lift, move, and load boxes and other items as needed.
- Work independently, accomplish work with minimal supervision

- Look for ways to improve Hands4Hope and the work environment. Make suggestions for how we can do things better, more efficiently and for less money.
- Complete assignments in a timely, accurate manner.
- Collaborate with co-workers and work as a team to achieve goals.
- Adhere to Hands4Hope's safety and confidentiality guidelines.

Education:

- Experience: Two to three years of experience working with youth, especially middle and high school aged, preferably working with a non-profit organization (may include working as an employee or a volunteer).
- Education: High School Diploma required; an Associate of Arts degree preferred; education at a level to demonstrate the ability to perform the duties and responsibilities as described.
- Ability to interface well within all facets of Hands4Hope and represent Hands4Hope in a highly professional manner.
- Must demonstrate proficient skills in Microsoft Office Suite, including Word, Excel, and have a working knowledge of PowerPoint.
- Working knowledge of Gmail, Google forms, and Constant Contact is beneficial.
- Must have the ability to work with basic mathematical concepts as required for fundraising support and budget management.

Knowledge and Abilities:

Must have:

- Strong time management and organizational skills
- A willingness to be cross-trained in other aspects of the organization
- A personality that enjoys working with others, especially youth and our partner agencies
- An enthusiastic demeanor
- Ability to plan and implement large scale events, mentoring youth and communicating with other staff and adult volunteers.
- A flexible and adaptable attitude including ability to work flexible and varied hours
- The ability to follow instructions, respond to management direction and solicit feedback to improve performance
- Excellent attention to detail

Must be willing to be trained as a:

- A mandated reporter
- A LGBTQ+ Ally

Ability to sit for prolonged periods of time; work independently, and understand and carry out oral and written instructions. Significant physical abilities include reaching/ handling/fingering, talking/hearing conversations, ability to lift and carry up to 25 pounds, near visual acuity/visual accommodation. This person must have the ability to travel as required to work in the community and with staff, volunteers and partner agencies.

Licenses, Certifications, Bonding, and/or Testing Required: Must possess a valid California Driver's License and evidence of insurability (provide copy of clean DMV printout), TB test clearance, and Criminal Justice Fingerprint Clearance.