

**Position:** Director of Community Engagement

**Reports to:** Chief Development Officer

**FLSA Status:** Exempt

**Full or Part-time:** Full-Time

**Summary:**

The Director of Community Engagement at HOPE Atlanta is a strategic leadership role responsible for expanding and nurturing the organization's volunteer network and enhancing community partnerships to support various programs and initiatives. This individual will spearhead the development and implementation of volunteer policies, training programs, and engagement strategies to ensure a robust and effective volunteer force. They will also oversee the in-kind donation program, optimizing contributions to meet program needs while cultivating and stewarding relationships with donors. The Director of Community Engagement will play a vital role in advancing HOPE Atlanta's mission through innovative community engagement and volunteer management efforts, ensuring the organization's objectives are met with efficiency and impact.

**Primary Responsibilities**

- Volunteer Network Development and Supervision:
  - Expand and enhance the organization's volunteer network to meet programmatic and operational needs.
- Policy and Procedure Development:
  - Develop and implement organization-wide volunteer policies and procedures.
  - Conduct volunteer orientation sessions and develop roles, training tools, and curricula as necessary.
- Program Support and Collaboration:
  - Collaborate with program teams to create targeted volunteer opportunities that engage companies, faith and civic partners, and individuals.
  - Provide program staff with the tools, training, and support needed for volunteer orientation, training, motivation, measurement, and evaluation.
- Engagement and Recognition Planning:
  - Create annual volunteering and engagement calendars for key partners and regular volunteers.
  - Plan and implement volunteer recognition activities and events.
- Data Measurement, Analysis and Reporting:
  - Establish Key Performance Indicators (KPI)
  - Collect and analyze data on volunteer engagement to develop opportunities based on findings.

- Complete monthly reporting summaries of volunteer hours and project statuses.
  - Implementing continuous quality improvement processes to regularly evaluate the effectiveness and efficiency of volunteer involvement at these sites, identifying opportunities for improvement, and making adjustments to volunteer deployment strategies to better meet the needs of the community and the organization.
- In-Kind Donation Program Management:
  - Oversee the collection, distribution, and inventory management of in-kind donations.
  - Work collaboratively to track all in-kind donations, including donor information and values, for the finance department.
- Donor Relationship Cultivation:
  - Cultivate and steward relationships with in-kind donors and volunteers.
  - Partner with Development team members to cultivate volunteer relationships and convert volunteers into donors, enhancing the organization's community engagement strategy.
- Facilitation and Coordination of Site-Specific Volunteer Activities:
  - Actively facilitate and coordinate volunteer activities across multiple sites, including specialized locations like the women's community kitchen and other place-based sites. This includes working closely with site managers and program directors to ensure volunteer efforts are effectively integrated into the daily operations and special events of these locations.
  - Assess the specific needs of each site to tailor volunteer roles and training accordingly, ensuring that volunteers are prepared to make a meaningful contribution to the community and the organization's objectives at these specific venues.
  - Establish clear communication channels and coordination mechanisms between volunteers, site staff, and the community engagement team to ensure smooth operation of volunteer activities, address any site-specific challenges, and leverage opportunities for enhanced community impact.
- Other Duties as assigned.

## **Knowledge, Skills, & Qualifications**

### *Knowledge & Skills:*

- Proven ability to develop and implement strategic plans for community engagement and volunteer management.
- Strong leadership skills, with the capacity to motivate and manage teams effectively.
- Extensive knowledge of community engagement strategies and best practices.
- Experience in building and nurturing relationships with a wide range of stakeholders, including volunteers, community organizations, and donors.
- In-depth understanding of volunteer management, including recruitment, training, engagement, and recognition.
- Ability to develop and implement effective volunteer policies and procedures.
- Experience in program development, including creating volunteer roles, training tools, and curricula.

- Excellent written and verbal communication skills to convey the story of HOPE Atlanta and represent the agency at public speaking events.
- Proficiency in establishing key performance indicators (KPIs) and conducting data analysis to inform strategic decisions.
- Skills in overseeing the collection, distribution, and inventory management of in-kind donations.
- Competence in implementing continuous quality improvement (CQI) processes to enhance volunteerism effectiveness and efficiency.
- Knowledge of tracking and managing in-kind donations, including donor information and values, in collaboration with finance departments.

### *Qualifications*

- A Bachelor's degree in Social Work, Nonprofit Management, Public Administration, or a related field.
- A minimum of 3 years of experience in community engagement, volunteer management, or a related field, with at least 1 years in a leadership role, preferred.
- Proven track record of developing and implementing community engagement strategies and volunteer management programs.
- Ability to work flexible hours, including evenings and weekends, as necessary for events and volunteer activities.
- Proficiency in using data management and analysis software to track volunteer engagement and program outcomes.
- Excellent project management skills, with the ability to manage multiple projects simultaneously and meet deadlines.