

Britepaths
JOB DESCRIPTION - 2019
SEASONAL PROGRAMS AND VOLUNTEER MANAGER

Job Title: Seasonal Programs and Volunteer Manager
Reports to: Programs Director and Director of Development
Job Status: Hourly, 30hrs/wk
Location: Fairfax, VA

Background

Britepaths is a non-profit organization dedicated to helping Fairfax County residents meet their basic quality of life needs through a number of food assistance, financial assistance and mentoring programs.

This position manages two programs: Seasonal: Holiday Program and the Collect for Kids Back to School Program. The timing of two programs overlap slightly. Volunteer Management, public speaking and social media posting duties are year-round.

While this is a year-round part-time position, the hours fluctuate with program activity. There is some flexibility in the work schedule because some weekend and evening work is required (usually 1-2 times per month). This position is generally required to be in the office between 10am-2pm, Monday through Friday.

Qualities in a successful candidate

- Highly Organized
- Enjoys helping others
- Attentive to detail
- Flexible
- Reliable
- Requires minimal guidance or supervision
- Pleasant phone voice
- Enjoys working as part of a team
- Bilingual in Spanish is preferred

Specialized Knowledge & Skills

Must be computer literate in MS Word and Excel. Must be proficient in utilizing social media platforms including Facebook, Instagram and Twitter, and Canva/social graphic tools.

Position Requirements

Experience in a goal- and team-oriented environment with a willingness to meet measurement criteria for projects and an ability to work under pressure and meet deadlines. Must be self-motivated, innovative, have good organizational and planning skills, and work easily with diverse groups. Must be proficient with public speaking and networking. Must have hands-on ability to work with computer programs, to include a proficiency in MS Word, Excel and social media to include Facebook, Instagram and Twitter. Strong writing and interpersonal skills are essential.

Holiday Program Job Description

Reports to: Programs Director

Job Status: Hourly, 20hrs/wk, fall-winter

Britepaths' Holiday Program provides holiday assistance for Thanksgiving and December holidays to 900 families in need in Fairfax County. Referrals are accepted from Coordinated Services Planning and our Food4Thought and Back to School partner schools.

As with all programs at Britepaths, customer service is a priority.

Summary of Responsibilities:

Community Based Organizations (CBOs)

1. Disseminate information and referrals to local organizations, churches and groups
2. Develop new community partners and solidify positive relationships with all CBOs
3. Pull appropriate information from Civi and Excel databases for each CBO

Holiday Program Sponsors and Donors

1. Develop ongoing communication plans and materials to mail/email Holiday Program participants (fundraising letter, thank you letter, mark your calendar, donor guidelines, donor forms, etc). Oversee and assist with mailings.
2. Develop collateral material to further promote Britepaths' Holiday Program.
3. Maintain professional relations with donors using best practices in customer service.
4. Cultivate donor relations to retain and grow donor base.
5. Work with Development staff to grow program sponsors.

Holiday Program Clients

1. Communicate with social workers from FCPS and CSP about the client referral process.
2. Receive client referrals from FCPS and CSP social workers.
3. Contact clients to verify all information.
4. Enter confirmed referrals into Civi.
5. Match clients to sponsors.
6. Troubleshoot with social workers, clients and sponsors when issues arise.
7. Maintain professional relations with donors using best practices in customer service.

Program Management

1. Coordinates with Communications Manager to promote Holiday Program, in print, via email and social media.
2. Determine budget and distribution of Britepaths gift cards. Coordinate purchase of gift cards, postage and mailing.
3. Maintain a Notebook of all communications, forms and meeting notes.
4. Attend monthly staff meetings.
5. Share updates on programs with Staff members as needed.
6. Ensure non-cash donations given throughout season are recorded in non-cash spreadsheet.
7. Recruit, train and supervise holiday program volunteers and intern.
8. Ensure volunteer hours are recorded into volunteer database.
9. Summarize, report, and present the Holiday Program mid-year and year-end report to Executive Director.
10. Work with Civi technician to resolve software problems with CIVI matching interface and reports.
11. Recruit new holiday program sponsors.

Collect for Kids Manager Job Description

Reports to: Programs Director

Job Status: Hourly, 20hrs/wk, spring-summer

Britepaths served 2,500 children in 2018 with school supplies and 750 children with backpacks. Britepaths works with Fairfax County's Collect for Kids Program. The Collect for Kids Program Manager will create processes and timeline. Use volunteers to implement program. Work with Fairfax County School officials (principals, social workers, counselors) and supporters (donors, program sponsors, collection sites, volunteers) to ensure a successful program.

Summary of Responsibilities:

Manage Partner Schools

1. Reach out to partner schools to confirm interest in participating in the program.
2. Determine number of children we can support based on the Back to School budget. Make a breakout of number of students Britepaths can help for each partner school and amount of budget for each school.
3. Coordinate with supply vendor to determine current year's supply list and prices and submit order.
4. Contact participating schools and provide amount of budget and link to online order form.
5. Coordinate delivery of supplies with schools and supply vendor.

Manage Donors

1. Develop ongoing communication plans and materials in coordination with Development Director and Communications Manager to mail/email Collect for Kids Program donors (appeal for funds letter, thank you letter, mark your calendar, donor guidelines, donor forms, etc).
2. Oversee and assist with mailings.
3. Develop collateral material to further promote Britepaths' Collect for Kids Program.
4. Recruit new Collect for Kids program sponsors and backpack collection sites.
5. Maintain professional relations with donors using best practices in customer service.

Program Management

1. Represent Britepaths at Collect for Kids meetings and work with Partners as needed from the planning phase through end of the annual program.
2. Coordinate with Communications Manager to promote Collect for Kids Program, in print, via email and social media.
3. Coordinate with Development team to solicit Program Sponsors.
4. Maintain a notebook of all procedures, communications, forms and meeting notes
5. Share information with other Britepaths staff members.
6. Ensure non-cash donations given throughout the season are recorded properly into civi.
7. Recruit, train and supervise C4K program volunteers.
8. Ensure volunteer hours are recorded into volunteer database.
9. Summarize, report, and present the C4K Program year-end report to executive director.
10. Attend monthly staff meetings to share program updates.

Volunteer Manager Job Description

Reports to: Director of Development

Job Status: Hourly, 10hrs/wk, year round

Duties and Responsibilities

Directly responsible for recruiting, orienting and retaining volunteers for Britepaths. Works with Director of Development to strategize outreach efforts. Works with program managers and Operations Administrator to identify volunteer needs and recruit appropriate volunteers. Works with Communications Manager to promote volunteer needs.

Position Requirements

Candidate must have a proven track record of volunteer management. Experience in a goal- and team-oriented environment, with a willingness to meet measurement criteria for projects; and an ability to work under pressure and meet deadlines. Must have self-motivation, excellent planning and organizational skills. Hands-on ability to work with computer programs and has a proficiency in MS Office. Strong writing, editing and interpersonal skills are essential. Must be willing to work 2-3 evening meetings per month, including some weekends.

Responsibilities

1. Develops and implements strategy to recruit, orient, and retain volunteers.
2. Works with staff to identify volunteer needs.
3. Assists with creating volunteer job descriptions and posting them to social media and on-line volunteer recruitment sites in coordination with the Communications Manager.
4. Coordinates with Communications Manager to promote volunteer opportunities, highlight volunteer activities/stories and recognize volunteers for outstanding work in print, via email and social media.
5. Works with Director of Development to identify outreach opportunities and cultivate groups to increase engagement.
6. Oversees information tables at community events and festivals, including volunteer recruitment and communications, and communication and coordination with staff to ensure coverage of all shifts and table set-up and take-down.
7. Develops strategy to turn volunteers into donors.
8. Provides reports of volunteer hours/value of hours and tracks metrics to achieve recruitment goals.
9. Conducts orientations for Britepaths for new volunteers 6 times per year, or as needed.
10. Makes presentations promoting Britepaths to groups as requested, or recruits staff or experienced volunteer to fulfill requests.
11. Coordinates with staff on volunteer recognition, including small gifts or a recognition event.
12. Develops Volunteer Policy working with appropriate staff.
13. Coordinates logistics of all mailings with Director of Development using the US Postal Service's IMsb tool when appropriate.