



## Volunteer and Outreach Manager

Job Title: Volunteer and Outreach Manager

Effective: February 1, 2024

### **ABOUT WE CAN**

WE CAN (Women's Empowerment through Cape Area Networking) was founded in 2001 to empower Cape Cod women by providing unique services that inspire hope and bring increased stability, self-sufficiency, and opportunity to their lives. WE CAN serves more than 2,000 women each year with confidential, free legal services, employment and business support, financial empowerment, mentoring, and personal development programs.

### **SUMMARY**

The Volunteer and Outreach Manager is a key position at WE CAN responsible for the recruitment, training, and appreciation of volunteers as well as identifying, planning, and coordinating outreach activities on behalf of the organization. These two areas are critical to the overall success of WE CAN's mission to provide unique services offered by local volunteers to help women build pathways to stability and self-sufficiency.

The position requires an individual that is comfortable making presentations to and building relationships with community organizations, faith-based groups and businesses. The Volunteer and Outreach Manager must have strong communication and team building skills to positively engage participants, volunteers, donors and community members. Goals for the Volunteer and Outreach Manager include increasing the volunteer capacity to help meet increasing demand for services and increase access to WE CAN services for previously underserved communities through outreach and collaboration.

### **KEY RESPONSIBILITIES**

The Volunteer and Outreach Manager ensures that all activities under their direction are based on best practices, use data in decision-making and are clearly tied to WE CAN's mission.

#### **I. Volunteer Management**

##### **Volunteer Engagement and Recruitment**

- Ensure solid understanding of volunteer needs and monitor ongoing capacity to scale programs.
- Recruit individuals who reflect the diverse Cape community and meet the needs of the participants.
- Create, implement and evaluate recruitment strategies to increase the overall number of volunteers.
- Screen, interview, and onboard new volunteers whose experience and interests align with program and organizational needs.
- Create a warm and welcoming environment for volunteers reflective of the *WE CAN Way*

### Volunteer Training, Retention and Appreciation

- Implement onboarding and trainings reflective of best practices.
- Maintain ongoing communication with volunteers through newsletters, emails, virtual/in-person meetings to keep them engaged and informed about organizational updates.
- Maintain a system for recognizing and appreciating volunteers, providing direct feedback, and fostering a positive and rewarding experience that encourages long-term commitment.

### II. Outreach Management

- Proactively identify opportunities to raise awareness about WE CAN on Cape Cod.
- Use outreach activities as a vehicle to build relationships with diverse communities of women and reach women who may be unaware of WE CAN's services.
- Create and coordinate a pool of new and existing volunteers to fulfill outreach needs.
- Provide updated information, training and support for outreach activities.
- Tap into existing networks, both online and offline, to spread the word about volunteer opportunities. Leverage community groups, schools, and local organizations.
- Track outreach effectiveness and contribute to expanding WE CAN's organizational reach.

As a member of the WE CAN staff, the position may receive other special projects or perform other duties as assigned.

### REQUIRED SKILLS AND EXPERIENCE

- **Mission Alignment:** Belief in empowering others and the power of community members helping to support one another.
- **Communication Skills:** Ability to effectively communicate with a variety of stakeholders including volunteers, participants, staff, and community partners.
- **Organizational Skills:** Strong organizational abilities to manage schedules, events, and programs.
- **Recruitment and Training:** Experience in recruiting and training, ensuring individuals are well-prepared for their roles.
- **Leadership:** Capability to lead and motivate a diverse group, fostering a positive and inclusive environment.
- **Problem-Solving:** Quick and effective problem-solving skills to address challenges that may arise.
- **Interpersonal Skills:** Adept at building relationships, resolving conflicts, and maintaining positive and effective relationships.
- **Flexibility:** Ability to adapt to changing circumstances and handle multiple tasks simultaneously.
- **Computer Literacy:** Proficiency in using relevant software and tools for volunteer management and communication.
- **Team Collaboration:** Ability to work collaboratively with other staff members and departments for successful volunteer integration into the organization.

### **EDUCATION AND EXPERIENCE- Preferred**

- **Education:** Associate or bachelor's degree in human service-related field.
- **Community-focused:** Interest or experience in working with diverse communities on Cape Cod.
- **Resourceful:** Familiarity with local Cape community resources and organizations.
- **Training:** Professional coaching or training of individuals in a nonprofit setting.
- **Internships:** Experience working with or managing interns (high school or college level).
- **Experience:** 3 to 5 years working in a community, nonprofit or mission driven organization

**HOURS:** Position is full-time (40 hours per week), Monday-Friday, including occasional evening or weekend events. Reliable transportation is required. This position may rotate work locations between the WE CAN Harwich Port and Hyannis offices.

**SALARY:** Hiring range based on skills and experience: \$56,000-\$62,000.

**BENEFITS:** Position is eligible for benefits that include health insurance, vision and dental plans, Fidelity IRA with 2% employer contribution, Flexible Spending Account for health expenses, and Employee Assistance Program.

**PAID TIME OFF:** 3 weeks paid vacation, 11 paid holidays, 2 personal and 5 sick days.

**TO APPLY:** Please send resume and cover letter to [careers@wecancenter.org](mailto:careers@wecancenter.org).

***WE CAN is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. WE CAN does not discriminate on the basis of race, ethnicity, religion, sex, color, national origin, age, sexual orientation, gender identity or expression, mental or physical disability, genetic information, veteran status, or on any other basis prohibited by applicable law.***