



Preventing & ending homelessness for families with children

**Family Promise of Northern New Castle County
Seeks a Full-Time Community Engagement Manager**

Family Promise of Northern New Castle County (Family Promise) prevents and ends homelessness for families by engaging faith-based congregations, volunteers and donors. Family Promise provides shelter, diversion, and rapid re-housing resources for families. Please see www.familypromisede.org for more info.

Community Engagement Manager Objective

To ensure the faith-based congregations, businesses, and local civic groups provide effective hospitality to our families and that volunteers have a positive experience while engaging in Family Promise. Identify, recruit, and manage new volunteers through corporate, community and individual partnerships.

Key Responsibilities:

Forge New & Maintain Positive Congregational & Volunteer Relationships: (50%)

- Engage affiliate congregations and other groups that want to volunteer; work in tandem with the Executive Director to recruit new congregations, businesses, & local civic groups. Develop FP needs and ways in which affiliate groups can get involved.
- In conjunction with Executive Director, conduct volunteer training and informational sessions for congregations, new volunteers, and new contacts.
- Lead volunteer appreciation efforts.
- Serve as liaison with congregational and volunteer coordinators and other key staff, soliciting feedback regularly and providing information, appreciation, and feedback regularly.
- Serve as liaison with the congregation committee, engaging Executive Director as needed.
- Communicate with volunteer coordinators as needed to operate the Hospitality Center meal program, promote events, and garner support for Family Promise.
- Utilize the Family Promise Operation Manual for specific guidance and tools to facilitate processes (i.e., "host headlines", excel document for creating the annual calendar, etc.).

Volunteer Supervision & Oversight: (30%)

- Provide supervision and coordinate schedules for volunteers.
- Recruit and train volunteers that participate at facilities.
- Facilitate getting Family Promise needs met (skills, items, other resources) through volunteers.

Administrative Responsibilities: (20%)

- Develop and update Hosting Operations Guide, Volunteer Handbook, procedures needed for volunteers.
- On call for host congregations/families.
- FForce entry of new contacts, donors, volunteers, and donations as necessary.
- Assist with stakeholder relations. Provide tours, and information as needed.
- Assist at special events.



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Measuring Success

- Success is measured by congregation retention and new congregation/volunteer group recruitment.
- Qualitative feedback from surveys
- Organizational success includes maintaining 80% of housing in less than 60 days and reaching fundraising benchmarks.

The Ideal Community Engagement Manager will possess the following knowledge, skills and abilities.

- Effectively communicate with volunteers, families being served and community stakeholders.
- Advanced Computer Skills including word, excel, PowerPoint, publisher, web-based research. Experience with salesforce.com (or other CRM) is a plus.
- Ability to exercise good judgment, discretion, and confidentiality.
- Ability to work a flexible schedule, including some evenings and weekends.
- Possess a valid driver's license.

The Ideal Candidate will

- Have 2+ years' experience in a volunteer management capacity.
- Have a positive, energetic, go-get-it attitude.
- Be personable and professional with the ability to interface with multiple, diverse constituents.
- Operate with professionalism, integrity, and honesty. S/he will demonstrate commitment and drive to excel.
- Bachelor's Degree preferred.
- Crave working in a fast-paced environment.

Accountability:

The Community Engagement Manager reports to the Family Promise NNCC Executive Director, and peers include Development and Marketing Manager, Office Manager, and the Case Management team.

Salary and Benefits

- This is a full-time position with benefits: health insurance, 20 PTO days, 12 paid holidays, retirement match after one year of service.
- Mileage reimbursement for work-related car travel.
- Salary range is \$40,000 - \$48,000.

Work Environment & Managing Success:

- This position reports to the Executive Director.
- Occasional lifting of materials of up to 25 pounds is necessary.
- Family Promise is comprised of a small staff and a large pool of volunteers.
- This position's success is measured by: accurate/timely work product; efficient/effective processes and procedures; services secured as needed; systems in place where possible; organizational systems employed.

Application Instructions



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Interested applicants should send cover letter and a resume via email to tyler@familypromisede.org. Please include the words Community Engagement Manager in your subject line.