

The Contingent Job Announcement

Position: Volunteer Program Manager, ECPDX

Division: Mobilizing Community

Initiative: Every Child, PDX

Organization Description:

The Contingent is a 501(c)(3) venture non-profit focused on sparking and holding initiatives to empower leaders and mobilize community for the common good. Since our inception we have centered the perspectives, skills and needs of communities of color and low-income Oregonians to challenge the status quo and transform our communities: from the four corners of the block to the four corners of Oregon – and soon, the four corners of our country. We ask hard questions. We take risks. And we link arms with our neighbors, including business partners, faith communities*, and government agencies.

The position detailed supports The Contingent's initiatives, including Every Child Oregon (www.everychildoregon.org), Emerging Leaders (www.emergingleaderspdx.org), and SINE (www.sine.org).

From mentoring to mobilizing volunteers to restructuring systems that work for some at the cost of others, we prioritize empowering and mobilizing leaders to transform their communities. For more information about the initiatives of The Contingent, please visit thecontingent.org.

*If interested candidates would like to learn more about The Contingent's work with faith communities and how this external work is reflected in our internal rhythms, we would value the opportunity to share more! Please contact The Contingent's ED of Organizational Development, Kelly Bartz k.bartz@thecontingent.org for additional information.

Opportunity Summary:

This position will be responsible for the recruitment and retention of vetted* and qualified volunteers in the Portland Metro area. This leader is responsible for ensuring that each volunteer has cleared a background check and takes all the necessary step to ensure that each volunteer is qualified and equipped for each volunteer opportunity.

The Volunteer Program Manager reports to the Director, Every Child PDX and is integral to the mission of Every Child, PDX by providing support to our volunteers and to facilitate a superior experience by creating and maintaining sustainable relationships with volunteers who will continually impact the growth of Every Child, PDX. You will have the opportunity to identify best practices, collaborate on developing partnerships and propose metrics that predict and ensure successful recruitment and retention of volunteers. This includes providing professional and thorough communication with volunteers, and individuals that represent community-based organizations, businesses, government entities, and other key stakeholders.

The Volunteer Program Manager will also collaborate with our data analyst to evaluate program material and technology tools. The ideal candidate is organized, detail oriented, adaptable, and takes initiative. This leader is a strong problem solver, proficient communicator, enjoys meeting new people, excels in follow-up, and builds relationships effectively.

Duties & Responsibilities:

VOLUNTEERS

- Implement an onboarding process that ensures every volunteer has cleared a background check and taken all the necessary steps to become a qualified and equipped volunteer for this new opportunity.
- Organize and conduct community meetings and volunteer orientation to recruit volunteers
- Lead the recruitment and training of volunteers for all EC PDX initiatives, including mentors, the neighborhood community teams, and other individuals based on needs
- Lead Discover Meetings and onboard new volunteers by using the Volunteer step by step Onboarding Application process based on areas of interest
- Identify key volunteers to lead initiatives
- Identify and provide culturally specific resources and materials to volunteers for ongoing learning and development opportunities
- Develop meaningful volunteer opportunities that lead to an increase in volunteers
- Ensure that volunteers are trained and equipped to provide childcare and respite for families, enabling Foster Parents to participate in resource trainings, meals, and activities with other Foster Families
- Plan and implement volunteer appreciation support opportunities
- Create and implement a program that reflects gratitude to volunteers monthly (i.e., email, coffee, phone call, etc.)
- Respond promptly and professionally to inquiries from Every Child PDX community
- Provide newsletter and email content to the Program Coordinator, ECPX once a month
- Ensure that the CRM is accurate and updated with contact information, interactions, and engagement of individual volunteers
- Regularly conduct program analysis and evaluation of the effectiveness of resources, tools and learning and development opportunities for volunteers
- Support the EC PDX Foster Parent Support coordinator in the recruitment and retention of vetted* and qualified volunteers in the Portland Metro area who will provide childcare/respite care to foster parents and caregivers

PARTNERSHIPS

- Attend community events and meetings to continually promote awareness, recruit volunteers, and support the work of Every Child PDX
- Collaborate with TC Research and Evaluation team to gather data, analyze and generate reports that give insight into patterns and trends in partner and volunteer engagement in support of continuous improvement

ODHS (Oregon Department of Human Resources)

- Partner with the Oregon Department of Human Services (ODHS) to ensure volunteers have proper identification, resources, and support

- Regularly meet with volunteer leaders and liaisons at Oregon Department of Human Services (ODHS)
- Attend ODHS Volunteer Orientations and all staff meetings as needed
- Meet each quarter with the ODHS Volunteer Coordinator to provide updates and talk through challenges
- Collaborate with Child Welfare offices and staff to provide volunteers for cleaning days, office makeovers, and service projects
- Plan ODHS Staff Appreciation event each year
- Attend community events and meetings to continually promote awareness and support the work of the Every Child PDX initiative
- Support Every Child PDX Volunteer liaisons to plan holiday parties for Portland Metro area ODHS offices

TANGIBLE COMMUNITY ON-RAMPS

- Create and execute a plan for Launch Box Storage & Distribution
- Work with Welcome Box, Flash Box, and Launch Box Coordinators to manage, store and distribute boxes
- Procure additional drop locations for Boxes as needed
- Communicate with anchor site coordinators on a regular basis
- Develop quality control plan for boxes and conduct quality control days

STRATEGY

- Work closely with Director, Every Child PDX to identify/explore new avenues for volunteer interest including underrepresented communities

Success Metrics:

- Increase volunteer engagement by 5%
- Create and/ or update Volunteer assessment tool(s) to measure volunteer satisfaction and engagement
- Create and implement measurable metrics for volunteer appreciation and support
- Lead the recruitment of 70 Every Child, PDX respite/childcare and the Neighborhood team volunteers

Knowledge, Skills, and Abilities:

- Bachelor's degree preferred or equivalent work experience in volunteer coordination
- Demonstrated success in volunteer coordination (at least 2+ years)
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook), experience with SharePoint and Microsoft Teams is preferred
- Proficient in Asana or other task and project management software is preferred
- Experience working with Microsoft Dynamics 365, or another CRM (Customer Relations Management) platform
- Experience in successfully working with a diverse group of cultures and socio-economic backgrounds throughout Oregon and SW Washington
- Utilize multi-cultural intelligence, intentional listening, and appreciation and respect to engage with a diverse group of constituents
- The role is highly administrative and requires a candidate with attention to detail, energy for documentation and coordination, and warmth for engaging program participants
- Demonstrates strong data management skills; excellent ability to enter, track, analyze and provide recommendations and learnings on data based on insight

- Effective communicator with strong written, verbal, and public speaking skills that is experienced in engaging with diverse audiences

Personal Qualifications:

- Experience in successfully working with a diverse group of constituents utilizing multi-cultural intelligence, intentional listening, and appreciation and respect
- Experience supporting teams of entry-level professionals and coaching rising leaders in their development
- A willingness to be “hands-on” and work in a lean, fast-paced organization with limited administrative support
- Possess cultural and emotional intelligence and an ability to work with a diverse group of leaders
- Demonstrates a passion for operational, technical, and customer experience excellence
- Ability to articulate a position on the importance of the faith community engaging vulnerable children, youth, and families
- Commitment to the mission of The Contingent, including its initiatives: Every Child, Know Me Now, Emerging Leaders, and SINE
- Deep commitment to increasing the diversity of leadership around the state of Oregon
- Deep commitment to serving under-represented kids, youth, and families and those in government who work with them
- Relates well and works effectively with diverse groups of stakeholders who represent the range of ethnic, cultural, and socio-economic backgrounds throughout Oregon

Employment Terms, Accountability, and Compensation:

- Competitive salary, commensurate with prior experience (Salary Range \$51,000 - \$62,000)
- This position will require availability evenings and weekends
- The Contingent has a flexible work model that supports a blend of in-office, remote and on-the-go workers.
- Due to our growth, we have team members located in multiple time zones. To facilitate collaboration, core hours for this position are 9-3 pm PST
- Comprehensive benefits including premium medical, vision, and dental insurance (covered fully for employee and partially for spouse and/or dependents) generous paid holiday, vacation, sick, personal, and parental leave
- The Contingent is in a position to model other-centered love in action. This is our primary driver. We accept our leadership responsibility to one another and to the people of Oregon. As of October 1, 2021, *The Contingent requires all employees to be fully vaccinated.*
- Legally eligible to work in the United States

Anticipated Start Date:

February 1, 2023

Application Procedure:

Those interested in this position must submit the following:

1. Letter of interest

2. Resume
3. Three references including:
 - o First and Last name
 - o Role
 - o A brief description of their relationship to you
 - o Contact Information (email + phone number where they may be reached)

Screening of applicant materials will begin immediately, and applications will be accepted until the position is filled.

Application materials should be emailed with a subject line containing **Volunteer Program Manager, ECPDX** sent to hiring@thecontingent.org

******"Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every single qualification. At The Contingent we are dedicated to building a diverse, inclusive, and authentic workplace, so if you are excited about this role but your experience does not align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles."***

All employment at The Contingent is "at will" and may be terminated by either the employee or the employer at any time for any reason, with or without cause, with or without prior notice or warning. Equal employment opportunity and having a diverse staff are fundamental principles of The Contingent. Upon hire, the employee agrees to undergo a 90-day probationary period, which provides additional structure, scheduled check in meetings and opportunities to receive and give feedback to and from the employer.

Equal Opportunity Employer