



Volunteer & Community Engagement Manager

Working directly in 40 schools in the City of Richmond and Henrico's east end, Communities In Schools of Richmond builds relationships that empower students to stay in school and achieve in life.

We believe that when basic needs are met, students can concentrate on what's important – learning. The work has evolved over a 40-year process and is validated by longitudinal research that supports the model as an evidence-based practice that both lowers drop-out rates and improves graduation rates. CIS seeks a Volunteer & Community Engagement Manager to implement a variety of community outreach and partner engagement strategies; manage administration of volunteers deployed to school sites; ensure consistent messaging; and facilitate outreach to multiple target audiences that support the CIS Strategic Plan. This role reports to the VP of Operations, is part of the management team, and sited in the administrative offices.

Partnership Responsibilities

- Set and implement strategy for engaging program partners, ensuring alignment with organizational objectives
- Identify and engage community, corporate and nonprofit organizations to develop partnership opportunities across the affiliate
- Engage with appropriate staff of RPS and HCPS to ensure alignment of policies and procedures and facilitate open communication
- Collaborate with program staff to identify support needs and recruit partners to address these needs
- Draft and maintain Memoranda of Understanding for all new and continuing program partnerships
- Review and implement application process for new partners
- Facilitate an annual review of partnerships to evaluate effectiveness in meeting goals
- Support community engagement events at both organizational and site levels

Community Outreach Responsibilities

- Share the CIS model, programmatic goals, and the impact of volunteers and partners with organizations across the community to promote new participants
- Collect volunteer stories to share via social media, newsletters, and other outreach materials

Volunteer Responsibilities

- Work with program staff, especially site coordinators, to regularly assess site specific volunteer opportunities

- Set and implement strategy for recruitment, training, and retention of volunteers in alignment with organizational objectives
- Maintain strategy and best practices for volunteer communications, adjusting when necessary
- Facilitate new volunteer engagement opportunities, and present these to corporate and community partners
- Facilitate effective processes for onboarding new and returning volunteers, including orientation, handbooks and other training and evaluation materials
- Maximize utilization of volunteer database (Volunteer Hub), including training site staff on use and reporting functionality
- Develop and implement volunteer evaluation and feedback loop, and utilize this data to continuously improve the volunteer experience
- Collaborate with program staff to implement volunteer appreciation
- Ensure all volunteers are properly vetted in accordance with background check requirements
- Collaborate with program staff to ensure project needs are being met at school sites
- Effectively manage department budget
- Maintain organization's Service Enterprise certification
- Other duties as assigned

Required Education and Experience

- Undergraduate degree
- Two or more years of demonstrated relevant work experience
- Strong identification with the mission of Communities In Schools
- Excellent writing, communication and public speaking skills
- Strong computer and database management skill

Benefits: Competitive compensation package that includes full medical, generous PTO, and hybrid remote work policy.

Salary Range: \$50,000-\$55,000

To apply: Submit a cover letter, resume, and three references to Dominique Routier at droutier@cisofrichmond.org.