

Position: AmeriCorps (Volunteer Infrastructure Program) VIP Fellow, *Community Engagement*

Reports to: Community Impact Manager – Financial Stability

Type: 40 hours a week, 11 months, 1700 hours of Service

Program Summary:

Instituted through the National Corporation for Community Service, AmeriCorps VIP Fellows carry out 1700 hours of community service by developing volunteer programmatic infrastructure. The United Way AmeriCorps VIP Fellow will increase the number of high-value volunteers providing needed services to nonprofit and educational organizations that serve children, youth and families.

Additionally, the VIP Fellow will build capacity within the United Way's volunteer program to provide the support, skills and resources volunteers need to be successful. VIP Fellows work as a part of a team to coordinate volunteer programs and to coach and support a cadre of high-value volunteers. The VIP Fellows' primary role is developing the United Way's capacity to recruit, manage and recognize volunteers. VIP Fellows spend time in the community building partnerships and forging lasting relationships. This position is a valuable opportunity to develop and apply leadership and community organizing skills to make a lasting difference in the lives of children, youth, their families, and the local community.

The mission of United Way Monterey County (UWMC) is to engage the community and focus resources to improve lives in Monterey County. The VIP Fellow assists United Way by providing support to the organization's various impact projects and community investments activities. The VIP Fellow will specifically develop and improve volunteer engagement related to early childhood education programs, homeless mitigation programs, and asset building programs such as the Volunteer Income Tax Assistance (VITA) program.

Responsibilities and Duties:

Develop volunteer infrastructure to address community needs and support direct service programs operated by United Way Monterey County and partner organizations in the areas of early childhood education, housing and immediate needs, and asset building.

- Recommend, evaluate and implement targeted volunteer recruitment strategies.
- Assist with refining and implementing volunteer supervision and individual evaluation.
- Utilize and make recommendations and improvements to the volunteer management database.
- Continue development of volunteer retention and formal and informal recognition program.
- Formalize volunteer feedback collection, analysis and apply to continuous improvement.

Asset Building: Volunteer Income Tax Assistance (VITA) Program

- Organize recruitment of tax preparation volunteers for the VITA program by establishing and maintaining effective relationships with Monterey County Department of Social Services, and local universities, colleges, career technical and adult education centers.
- Onboard and maintain records of volunteers including their training dates, site preference for performing their volunteer hours and timesheets during tax season.
- Provide volunteers with opportunities to provide feedback on training and tax preparation sites. Participate in analysis of data for continuous improvement of VITA program.
- Utilize VITA Facebook page and other social media to send important updates to VITA volunteers and facilitate volunteer engagement with the program.
- Assist with additional VITA duties as needed.

- Assist with volunteer support for other asset building efforts of United Way Monterey County and partner agencies.
- Develop volunteer infrastructure in support of the Free Application for Federal Student Aid (FASFA) that will provide additional asset building services at VITA sites.

Early Care and Education

- Develop volunteer infrastructure at Migrant Head Start and Early Development Services Preschools
- Develop volunteer infrastructure at other early childhood education and development programs (My Museum, Big Brothers/Big Sisters, Read to Me project, etc.)

Functional Competencies:

- *Effective & Engaging Communicator* - Is an effective and passionate communicator, articulating the United Way message in a way that inspires other to act in service to the organization and the community.
- *Detail Oriented* – Able to manage details of volunteer engagement opportunities including communications with project partners and volunteers, marketing materials and messages, and project planning and implementation.
- *Critical Thinking & Creative Problem Solving* - Able to address and manage complex issues to achieve desired results. This includes the ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results.
- *Planning & Implementation* - Leads and takes initiative in planning and developing volunteer opportunities to support impact areas to achieve results that drive collective community outcomes.
- *Embracing & Managing Change* - Adapts successfully to changing needs while maintaining positive relationships with all constituents, internal and external.

United Way Staff Competencies:

- *Mission oriented:* Performance and professional motivations are driven by a commitment to creating real social change that leads to better lives and healthier communities.
- *Relationship oriented:* Understands that people come before process and is astute in cultivating and managing relationships toward a common goal. The ability to build, leverage, and maintain mutually positive relationships that provide support for and add value to United Way, and the community.
- *Collaborator:* Ability to cooperate/collaborate with customers and stakeholders to clearly define their objectives to identify solutions that solve their needs and lead to increased revenue. Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- *Results Driven:* Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact. The capacity to be energized and excited by challenging objectives and a concern for exceeding goals set by self or others; achieve high level, sustainable performance.
- *Brand Steward:* Steward of the United Way brand and understands his/her role in growing and protecting the reputation and results of the organization and greater network.

Position Requires:

- Bachelor's Degree from accredited college or university
- Two years related experience and/or the equivalent combination of education and experience. Nonprofit experience desirable.
- Computer literate with experience in MS Office software including Word, Excel, and Outlook. Knowledge of Google Drive, Constant Contact, and Survey Monkey is a plus.

- Social media expertise including Facebook and Twitter; and social media analytics
- Experience collecting and documenting volunteer and customer stories is a plus.
- Ability to work varied hours, including early mornings, evenings and/or weekends.
- Ability to lift, carry and transport a 35 pound box.
- Possession of a valid driver's license, auto insurance and a reliable automobile for regular travel throughout Monterey County.

Qualifications:

- Excellent oral and written communication skills.
- Excellent organizational skills and attention to details.
- Self-motivated and able to work as both a team member and individually.
- Knowledge of and/or willingness to learn volunteer database software.
- Ability to work effectively with staff and customers from diverse backgrounds.

Benefits: Health benefits provided by CalServes/AmeriCorps. Education award upon completion of service year (\$5,730).

Hiring Range: AmeriCorps stipend for September 2019-August 2020 (\$15,000).

How to Apply: Interested applicants are encouraged to submit a cover letter and resume by email to tina.engquist@unitedwaymcca.org. Position is open until filled.

United Way Monterey County is an Equal Opportunity Employer.