



Mentor & Outreach Coordinator

Job Description

FLSA Status: Non-Exempt

GENERAL PURPOSE: The purpose of this position is to support the strategic plan, coordination, and administration of IHDF's volunteer mentor and outreach program to ensure program goals and strategic plan are met while adhering to an approved budget.

PRIMARY RESPONSIBILITIES

The Mentor & Outreach Coordinator is responsible for coordinating the volunteer mentor program with current mentors, liaison with our partner organization, A Precious Child, to support all Dreamer Scholars and their families matched with mentors through their program. The position is full-time non- exempt and reports to Human Resources.

The Mentor & Outreach Coordinator will work collaboratively with members of the department team, along with program site staff and AmeriCorps service members, and our Partner Organizations.

Under Human Resources's direct supervision, duties include, but are not limited to the following:

- Assist with outreach and recruitment of new volunteer learning partners (school based mentors) for multiple program sites through attending outreach events and ensuring posting are up to date on volunteer outreach portals
- Respond to learning partners inquiries and all requests for follow-up
- Provide learning partner and volunteer orientation, interview and screening
- Plan and host monthly mentor/match activities for existing mentors
- Partner with our partner organization, A Precious Child, to support them with case management when requested to help meet in meeting their Dreamer Scholar and their families needs
- Support program staff with coordinating mentor meetings at least 3-4 times a year
- Provides orientation for learning partners and volunteers to ensure compliance, organizational overview and policies/procedures before programming onsite training
- Process all learning partner/volunteer compliance paperwork
- Update and maintain mentor, volunteer, and learning partner records in Salesforce database and monitor renewal process
- Run Salesforce reports and write reports as directed by supervisor
- Create, update and maintain documents, outreach materials and manuals on Google team drive
- Support program staff with supervision/case management for current mentors as necessary
- Attend college events to conduct outreach presentations
- Support department staff with volunteer/learning partner/mentor appreciation and retention initiatives
- Create and distribute volunteer/mentor/learning partner surveys and compile results for written reports
- Cross train with the Director of Volunteer Services and Human Resources to serve as a backup when necessary
- Participate and attend team and all-staff meetings and trainings, annual retreat, outreach/recruitment events, volunteer appreciation events and other required events/activities. Attend conferences or other external professional development opportunities as resources allow.



Minimum Qualifications

- CVA or CVM, and/or Bachelor's degree, preferably in education, social work, human services, non-profit management or equivalent experience
- 1-2 years prior volunteer management/coordination experience preferably with a non-profit
- Hands on experience conducting presentations and training adults
- Bilingual Spanish/English required

Knowledge Skills and Abilities

- Strong volunteer supervision and interpersonal skills
- Strong knowledge in or experience working with culturally diverse populations, Latinx population, and/or under-represented and marginalized youth.
- Excellent organizational, analytical, written, oral communication and presentation skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities and to work with direct supervision with enthusiasm and a positive attitude.
- Demonstrated ability to work effectively with other employees, community partners, and the Dreamer Scholar community while demonstrating integrity, respect, confidentiality, and collaboration.
- Available to work occasional evenings and weekends (approximately 3-5 evenings/month and/or 1-2 Saturdays/month as needed for mentor meetings, volunteer interviews, volunteer training, mentor/match monthly activity and/or IHDF events
- Proficiency with Google Drive and Microsoft Suite required
- Proficiency with social media, Salesforce and CANVA preferred.
- Reliable transportation with a good driving record and insurance. Use of personal vehicle required to attend external program sites, meetings, outreach and fundraising
- Genuine interest in the mission of "I Have a Dream" Foundation

PHYSICAL AND COGNITIVE REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

Strong problem-solving, analytical, cognitive and decision-making skills. Position is primarily sedentary, but must be able to stand, walk, talk, read, and communicate effectively. Ability to lift and transport up to 50 lbs, walk up to ½ mile transporting supplies, and navigate stairs.

COMPENSATION:

- Salary Range: (Grade 1) \$48,000-50,000/ \$23.00/24.00 per hour depending on qualifications.
- Vacation and Sick Leave
- Floating Holidays
- Paid Holidays
- Medical, Dental and Vision Insurance
- Life Insurance, Short-Term and Long-Term Disability Insurance
- Dependent Care FSA
- 403b retirement plan (employer contributes 4% of annual salary after first year)

An Equal Opportunity Employer, committed to diversity