



POSITION DESCRIPTION

POSITION: Training and Engagement Coordinator
REPORTS TO: Executive Director

TYPE OF POSITION & FLSA STATUS: 40 hrs. per week, non-exempt

EEOC Job Category: Official/Coordinator
Summary/General Description of Responsibilities:

The Training and Engagement Coordinator at *Nevada Volunteers* is an essential contributor to Nevada Volunteers efforts of building and maintaining the state's infrastructure to enhance community volunteer engagement. Specifically, this position works to implement community volunteer strategies that align with national service goals and build volunteer infrastructure in Nevada. These strategies promote learning and implementation of best practices of volunteer engagement. This position is directly responsible for identifying and developing training topics based on regular assessment of needs and in collaboration with national service program input; developing strategic and collaborative partnerships to provide needed expertise; and engaging skilled volunteers and other resources to meet training needs of the volunteer and national service sectors related to effective volunteer engagement.

This position works to increase the visibility of Nevada Volunteers and the impact of service and volunteerism in Nevada. Specifically, the position will engage Nevada Volunteers staff and partners in developing and producing timely and strategic content for Nevada Volunteers' multiple social media and multimedia platforms. The position will coordinate with other staff to develop messaging campaigns that advance the mission of Nevada Volunteers and coordinate other programmatic tasks as needed. Additional communications functions include supporting the organization by implementing the Nevada Volunteers marketing strategy, managing communication campaigns and day-to-day activities, brand advocacy, community outreach, reporting on effectiveness of campaigns, and monitoring trends in social media and marketing.

Specific Duties and Responsibilities:

Plan and coordinate training opportunities that integrate sustainable and effective volunteer practices while building leadership that uses service as a strategy [build high quality volunteer programs and volunteer engaging organizations in Nevada].

- Collaborate with staff to develop an annual training plan to meet the needs of community volunteer programs and national service partners.
- Incorporate pre- and post-evaluation processes to measure impact of training.
- Support Commission-based cross-stream efforts that promote volunteering, service-learning, and program infrastructure development.
- Cultivate partnerships with private, nonprofit, and governmental organizations to leverage their expertise and resources to provide training and technical assistance to enhance service and volunteer engagement programming, including the engagement of diverse populations.

Promote volunteer recognition opportunities and best practices to organizations and individuals [Volunteer Recognition].

- Promote best practices for volunteer recognition to external partners.
- Promote and support the Governor's Certificate of Service recognition process
- Promote and support the Nevada Service Star Awards recognition process
- Support the Governor's Points of Light Awards nomination and awareness efforts
- Oversee and support the Service Enterprise Certification process and recognition efforts.

Build alliances, partnerships and relationships to broaden our ability to share resources, training and to build the infrastructure needed to support volunteer engagement that meets community needs [key partner group relationship development, maintenance and oversight].

- Provide oversight and support of the Volunteer Administrators Network Leadership Circle.
- Foster leadership teams of people in various communities with whom we can communicate and bring people together to improve volunteer engagement practices and effectiveness. I.E. VANN, DOVIA, and AVID.
- Facilitate and host quarterly conference calls with chairs of volunteer coordinator groups.
- Serve as staff contact with VolunteerMatch.
- Serve as staff contact for Nevada Volunteers work as a Service Enterprise HUB with Points of Light.
- Serve as staff contact for training vendors.

Increase public awareness through information and events management [Ensure volunteer training and recognition efforts are visible].

- Collaborate with staff, especially communication staff/contractors, to share stories evolving from training activities and impact.
- Establish timelines, duties, event logistics and communications campaigns for activities under your purview, to include Volunteer Week, Service Days, Governor's Points of Light, training events, and other campaigns as identified.
- Identify latest trends in volunteer engagement and make such information available through media, website, training, and outreach.
- Participate in volunteer fairs or other community events as determined relevant.
- Respond to request for speakers related to volunteerism.

Social media, network engagement, and content production responsibilities.

- Manage and produce written and visual content for email, blogs, website, constant contact, and social media networks (Facebook, Twitter, Instagram, and other platforms) relevant to the community volunteer training and engagement efforts.
- Write and design content for website and e-blasts.
- Develop and implement communications priorities and plan for the volunteer engagement area.
- Update and manage Nevada Volunteers website pages specific to volunteer management and volunteer program engagement, including the production of new content and shepherding its ongoing development.
- Generate and release media advisories, press releases, and statements and proactively pitch outlets around key issues relevant to your positions' work duties.

Accountable for:

- Answering inquiries from public and/or direct to appropriate parties.
- Speaking knowledgeably and professionally about Nevada Volunteers.
- Promoting and advocating an organizational culture that values volunteers, supports their development, retention, and leadership in the organization.
- Working with volunteer and paid staff to successfully complete tasks, including following processes established for documenting and tracking volunteer hours and impact.
- Effectively utilize pro bono and volunteer support, with limited, strategic use of external contractors.
- Timely completion and accuracy of all work.
- Adherence to policies and procedures.
- Equipment within his or her possession.
- Responsible for the implementation, management, supervision and evaluation of all activities in accordance with Nevada Volunteers standards.
- Maintaining positive professional contact with Nevada Volunteers staff as well as with volunteers, agencies, organizations and the public to provide information for responsibilities listed above.

Authorities and Limitations of Authority:

- As assigned.

Qualifications:

- Bachelor's degree required.
- Prior experience engaging and managing volunteers preferred.
- Must be detail oriented with strong organizational, leadership and problem-solving skills.
- Ability to interact with people of diverse ages and cultural backgrounds.
- Ability to work independently and as part of a team.
- Proficient in Microsoft Office 365 applications (Word, Outlook, Excel, SharePoint, etc.) and computer and technology skills.
- Ability to communicate effectively both orally and in writing to a wide variety of constituents.
- Ability to compose and deliver effective training.
- Ability to work flexible hours and travel statewide as needed.
- Access to a vehicle or reliable transportation.

Nevada Volunteers will conduct pre-employment/volunteer and employment/volunteer screenings as follows:

- National Sex Offender Public Registry Website for all employees and non-episodic volunteers
- Conduct a name based Nevada State criminal registry check on employees. This check may be required for a volunteer, depending on the volunteer role as noted on the position description.