



JOB TITLE: Volunteer Engagement Specialist

REPORTS TO: Chief Development Officer

REQUIREMENTS:

- 1-3 years of related experience recruiting and working with volunteers
- Self-motivated team player who is enthusiastic and community-driven
- Positive attitude and passion for Bloom's mission
- Excellent public speaking and presentation skills
- Strong time management, organizational, and written communication skills
- Outgoing and engaging personality with the confidence to interact and forge relationships with new and diverse groups of people
- Ability to perform several tasks concurrently and assess, revise, plan and implement work within the context of position responsibilities
- Valid Georgia driver's license and clean driving record
- Proficient in social media, volunteer management systems, Microsoft Office, and Zoom

JOB DESCRIPTION:

The Volunteer Engagement Specialist's (VES) primary function is to grow and sustain a robust and diverse volunteer base to support Bloom's programs and services. In the fulfillment of this function, the VES will often serve as a Bloom representative, educating the public about Bloom's mission and the opportunities available to support it.

OBJECTIVES:

- Help facilitate Bloom's growth into a statewide organization by recruiting, retaining, and recognizing volunteers to support Bloom's mission.
- Connect individuals, corporations, civic groups, and service organizations with Bloom volunteer opportunities, educating them about Bloom's mission and needs.
- Increase volunteer retention by leveraging tracking tools and implementing an effective recognition plan.
- Ensure all Bloom volunteers feel valued and are knowledgeable about Bloom's mission, goals, and needs.

PRIMARY RESPONSIBILITIES

1. Work closely with the Chief Development Officer to implement volunteer recruitment, engagement, and retention strategy to include

- a. Maintaining a calendar of speaking engagements, social media outreach activities, and other volunteer recruitment activities.
 - b. Evaluating all aspects of Bloom's volunteer program, conducting research, finding resources, and proposing new ideas to help make informed and impactful decisions about the program.
 - c. Surveying Bloom departments to regularly assess volunteer needs and promote the use and integration of volunteers within department activities.
2. Develop and maintain appropriate recruitment and onboarding collateral, including maintaining an up-to-date, mission-focused onboarding presentation and designing basic visuals such as fliers.
3. Ensure all third-party websites have accurate and updated information about Bloom's volunteer opportunities.
4. Work with Bloom departments to maintain an updated, comprehensive list of volunteer opportunities and ensure best practices for Bloom volunteer activities.
5. Maintain accurate records and files* (i.e., Bloom volunteer policies, procedures, standards of conduct, etc.), and provide timely statistical data and activity reports to the Bloom leadership team.
**Regarding criminal background checks: The VES will maintain these records for volunteers who will interact with Bloom clients while working in The Bloom Closet, The Hive, and The Bloom Closet Express. The Foster Care Team will conduct and keep records of all criminal background checks for volunteers working with foster families.*
6. Maintain an adequate schedule of monthly in-person and online 45-minute volunteer orientations* to consist of at least one (1), adding more as needed based on the number of new volunteers and organizational needs during busy times such as special events and holidays.
**Task-specific set-up, training, and supervision sit with the department's team to which the volunteers are assigned after onboarding.*
7. Serve as the primary point of contact for all individual and group volunteer requests, including telephone, voice mail, email, and written requests, and ensure a timely response.

GENERAL EXPECTATIONS: This position is a 20-30 hours per week part-time, hourly position with occasional evenings and some weekend hours.