



MANAGER OF OUTREACH & ENGAGEMENT

Agency Mission: To create & support one-to-one mentoring relationships that ignite the power & promise of youth.

Agency Values:

- Excellence
- Growth Mindset
- Ownership
- Integrity
- Relationships
- Respect & Trust

Position Summary

We are seeking a candidate to develop and oversee the outreach and engagement efforts for the agency through strategic volunteer recruitment campaigns and outreach, developing and stewarding corporate and community relations, and collaborating on the implementation of marketing and social media strategies to initiate the outreach and engagement process with a high level of customer service.

Reports To: Vice President of Resource Development

Status: Full time - Exempt

Position Responsibilities

- Develop, execute, measure, monitor and evaluate agency volunteer engagement strategy based on the goals and needs of the organization.
- Prospect and steward corporate and community partnerships that lead to funding, volunteers, in-kind contributions, positive media and community exposure.
- Work closely with the Vice President of Resource Development and the Assistant Vice President of Marketing and Public Relations to identify and prospect strategic corporate and community partnerships.
- Coordinate and execute public facing corporate and community engagement opportunities. (i.e., volunteer fairs, booths, community events, etc.)
- Participate in community events to promote programs and recruit volunteers, and leverage community relationships to identify opportunities for funding to support programs.
- Lead efforts to educate the community on the mission of BBBS and our need for community support.
- Provide community outreach and support in alignment with specialized needs for county offices and hub affiliates.
- Work closely with Enrollment team to coordinate and strategize volunteer prioritize and needs.
- Maintain accurate and up to date records of recruitment relationships in database.
- Serve as liaison to advisory cohorts.

Position Requirements

- Minimum Bachelor's degree in social services or related field preferred.
- Three years' experience in youth development, communication, marketing, or community relations preferred.
- Must have strong presentation skills.
- Must be willing to work with diverse populations and in diverse areas.
- Must be willing to work evenings and weekends as required.
- Must be flexible to accommodate job responsibilities.
- Must have viable transportation, valid driver license to meet job responsibilities.
- Must have high level of organization.
- Must have working knowledge of Microsoft Office.
- Experience with CRM software a plus (Salesforce)

Position Knowledge/Abilities/Skills

- **Self-Awareness.** The ability to recognize accurately one's own emotions, thoughts and values and how they influence behavior. The ability to assess accurately one's strengths and limitations, with a well-grounded sense of confidence, optimism and a growth mindset. This includes performance in the areas of identifying emotions, accurate self-perception, recognizing strengths, self-confidence, and self-efficacy.
- **Self-Management.** The ability to regulate successfully one's emotions, thoughts and behaviors in different situations – effectively managing stress, controlling impulses and motivating oneself. The ability to set and work toward organization and personal goals. This includes performance in the areas of impulse control, stress management, resilience, perseverance, failure management, self-discipline, self-motivation, self-development, continuous learning, seeking and accepting feedback, productivity, and organization skills.
- **Social Awareness.** The ability to take the perspective of and empathize with others, including those from diverse backgrounds and cultures. The ability to understand social and ethical norms for behavior and to recognize family, school and community resources and supports. This includes performance in the areas of quality customer service, perspective-taking, empathy, appreciating diversity and inclusion, applying equity and maintaining respect for others.
- **Relationship Skills.** The ability to establish and maintain healthy and rewarding relationships with diverse individuals and groups. The ability to communicate clearly, listen well, cooperate with others, resist inappropriate social pressure, negotiate conflict constructively, and seek and offer help when needed. This includes performance in the areas of individual and group communications, social engagement, culture alignment, appropriate navigation through the organization, conflict management, trust and credibility, recognition of others, collaboration and team building.
- **Responsible Decision-Making.** The ability to make constructive choices about personal behavior and social interactions based on ethical standards, safety concerns and social norms. The realistic evaluation of consequences of various actions and a consideration of the well-being of oneself and others. This includes performance in the areas of anticipating problems, identifying problems, diagnosis, and analyzing situations, solving problems, evaluating, reflecting, and determining alternatives, use of formal and informal channels, appropriate escalation, and ethical responsibility.
- **Goal-Directed Behavior.** Shows initiative of and persistence in completing tasks of varying difficulty. This includes performance in the areas of strategic alignment, conceptual and tactical thinking, planning, goal setting, time management, systematic application, and priority management.
- **Optimistic Thinking.** Has an attitude of confidence, hopefulness and positive thinking regarding organization and life situations in the past, present and future. This includes performance in the areas of change management, unexpected internal and external priorities, ambiguity, resilience, perseverance, gratitude, visionary thinking, learning from the past, and being in the present.

- **Personal Responsibility.** Shows a tendency to be careful and reliable in one's actions in contributing to group efforts. This includes performance in the areas of personal and professional accessibility, accountability, results orientation, promptness, service mindset, listening, confidence, compliance, providing feedback and coaching, thinking "one agency", continuous quality and performance improvement, innovation and creativity, and teamwork.

Equal Employment Opportunity

BBBSCO provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Background Check

It is the policy for Big Brothers Big Sisters of Central Ohio (the Agency) to require a criminal background check for all employees during pre-employment screening and repeated at a minimum of every three years depending on specific grant related specifications. Refer to employee handbook for full policy.

Drug and Alcohol Policy

Big Brothers Big Sisters will maintain a drug-free workplace policy that prohibits the use of all illegal substances and alcohol under state and federal law. Use of alcohol or drugs by employees can impair the ability of employees to perform their duties, adversely affect our customers and customers' confidence in our Agency and jeopardize the safety of our employees and those with whom we work. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited. Refer to the employee handbook for full policy.

To help achieve the mission of the agency, program staff may have to assume additional tasks and responsibilities as assigned by the President/CEO or their designee.

This job description should not be interpreted as an employment contract. The Agency reserves the right to unilaterally and periodically modify this job description as is consistent with its goals and objectives.

If you have any questions or do not understand the job description as written, please see the President/CEO immediately. If you understand everything completely, please sign and return to the Human Resource Director.

Signature

Date