



First Stop for Families

Cope Family Center

Job Title: Community Engagement Manager

Department: Development

Status: Full-Time/Salaried/Exempt

Reports to: Development Director

ABOUT THE ORGANIZATION

Cope Family Center has been empowering Napa County families to create happy, healthy lives for children through child abuse prevention, parent education, and self-sufficiency services since 1972. In response to a staggering increase in reported local child abuse over the last few years, our nonprofit organization is continually expanding and refining its programs and strengthening its resources to sustain the growth. The Community Engagement Manager has an integral role in this endeavor as effective involvement of our community is vital in ensuring that our organization thrives.

JOB SUMMARY

The Community Engagement Manager's (CEM) role is to engage Cope Family Center's stakeholders—our clients, staff, volunteers, donors, and partners as well as the community at large—in the mission of the organization. S/he acts as a communications liaison among the various stakeholders and provides marketing support, plans and manages the volunteer program and outreach events, and actively supports fundraising events.

The CEM must have a special combination of skills: First, in the role of communications liaison and marketing support, s/he must exhibit outstanding interpersonal and communication skills. Specifically, s/he must possess the ability to listen with empathy and tell stories with heart, to convey a profound understanding of our work, and to maintain a high level of professionalism. Second, in the role of volunteer coordinator and event support, s/he must possess excellent planning and organizational skills, be quick to adapt to changing circumstances, and work well in a team and under pressure.

KEY RESPONSIBILITIES: Communications Liaison and Marketing Support

Establishes Relationships with and Fosters Understanding Among Stakeholders

- Plans and implements strategies to enhance the understanding among the various stakeholders of the organization
- Gains in-depth understanding of Cope programs and program outcomes and frequently shadows Cope client events and services
- Assists in developing content for promotional materials to build understanding of Cope programs and impact and to promote agency events and, specifically, volunteer projects; this includes:

- Writing press releases
- Contributing content for social media, outreach materials, and annual report, including copywriting and photos
- Preparing community presentations
- Develops the agency's photo library and photo releases
- Schedules and participates in a diversity of professional and community meetings and events for community outreach, *friend-raising*, and volunteer recruitment
- Schedules periodic trainings for staff, board members, and other volunteers on how to become Cope Ambassadors
- Co-Chairs Outreach Committee with Program Director
- Other outreach activities as assigned by the Development Director and Outreach Committee.

KEY RESPONSIBILITIES: Volunteer Coordination

- Consults with Leadership Team to determine volunteer needs and plan for volunteer recruitment
- Works with the appropriate supervisors to create and update volunteer positions and job descriptions
- Recruits volunteers through various activities, including outreach events, working with local service clubs and corporate employee volunteer programs, and social media promotion
- Arranges for on-the-job and other required training and evaluation of volunteers within various Cope programs/departments and coordinates the supervision with program/department managers
- Plans, creates, promotes, and manages volunteer recognition and appreciation events
- Promotes volunteer accomplishments to the community
- Maintains database of volunteers and hours of work; prepares and presents reports to Development Director
- Consults with nonprofit partners on volunteer engagement.

KEY RESPONSIBILITIES: Development Event Support

- Coordinates the creation, promotion, and management of development events with the Development team and volunteer committees. Emphasis will be on:
 - Corporate sponsorship solicitation, logistics, and promotion in coordination with Development Director
 - Event staffing, including volunteer recruitment, training, and management and coordination of staff support
 - Auction item procurement from community donors.

Other tasks as assigned.

QUALIFICATIONS AND COMPETENCIES

- Education: Bachelor's Degree in Social Work, Marketing/Communications/PR, or related field required. Certification in Volunteer Administration (CVA) preferred. Experience in volunteer management/community organizing may be considered equivalent to certification
- Experience establishing trusting working relationships and the ability to relate to individuals of diverse backgrounds required
- A passion for inspiring people to get involved in their community required
- A passion for Cope's mission to prevent child abuse by supporting families required
- Must have a minimum of 2 years of experience supervising, motivating, and training volunteers
- Must have the ability to communicate effectively, both orally and in writing, and have effective and engaging presentation skills

- Strong organizational and time management skills required
- Special event management experience a plus
- Experience working in a non-profit organization strongly preferred
- Proven understanding of donor relationships and/or working on a non-profit development team strongly preferred
- Bilingual/bicultural (Spanish/English) strongly preferred
- Must be proficient with computers and Microsoft Office (SalesForce and video editing software a plus)
- Social media savvy preferred
- Knowledge of the Napa Valley community would be very helpful in this position
- Occasional work on weekends and evenings required
- Must have valid California Driver's License and own mode of transportation
- Must pass DOJ and FBI fingerprinting and background check.

NOTICE: This description is intended to indicate the kinds of work duties that will be required in this position. It is not intended to limit, or in any way modify, the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Please apply via email to: Susanne Costanzo, Director of Human Resources | scostanzo@copefamilycenter.org | Subject line: Community Engagement Manager

Please note: We will only consider inquiries complete with current resume, salary history, and a cover letter specifically stating how you feel your qualifications match what we are looking for in our new Community Engagement Manager. We look forward to hearing from you.

Deadline to apply: Thursday, July 20, 2017
First Interviews: Week of July 24, 2017
Start Date: August 21, 2017
Compensation: Competitive, commensurate with experience; full-time, salaried, exempt.
Benefits: Immediately qualified for: Partial Medical Insurance; Full Dental, Vision and Accident Insurance; Paid Holidays, Vacation- and Sick-Time Accrual. 401K Match after qualifying period.

Cope Family Center is an equal opportunity employer. Federal and State laws and the Agency's policy prohibit employment discrimination against applicants for employment and employees on the basis of age, ancestry, sex/gender (including gender identity,) pregnancy, childbirth and related medical conditions, marital status, registered domestic partner status, medical condition related to cancer or genetic characteristic, national origin, physical or mental disability, race, religion, sexual orientation or veterans' status. Discrimination is also prohibited on the basis of a perception that a person has any of the above characteristics.