



## **Make the Road New York**

### **Make the Road New York hiring: Manager of Volunteer Programs** **JACKSON HEIGHTS, QUEENS**

Make the Road New York (MRNY) builds the power of Latino and working class communities to achieve dignity and justice through organizing, policy innovation, transformative education, and survival services. Make the Road New York operates neighborhood-based community centers in Bushwick, Brooklyn; Jackson Heights, Queens; Port Richmond, Staten Island; and Brentwood, Long Island. With a membership of 20,000 low-income New Yorkers, MRNY tackles the critical issues facing our community: workplace justice, tenants' rights, immigrant civil rights, language-access, LGBTQ justice, public education, health care access, and immigration reform.

Make the Road New York <https://maketheroadny.org/> is a multi-service organization. Our Education Department offers English to Speakers of Other Languages (ESOL), citizenship preparation, health job training classes and in-school and after-school youth programs. Our Community Organizing Projects help New Yorkers to implement strategies to combat shared problems, and develop leadership and the capacity for civic participation. And our Departments of Legal, Health & Support Services provides direct legal representation, case management, and facilitated enrollment into public health insurance programs, training, and strategic support for members and organizing campaigns. Our attorneys and advocates specialize in labor and employment law, public benefits, disability benefits, housing law, healthcare and health insurance access, immigration, public education, domestic violence, and LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer) civil rights issues.

#### **RESPONSIBILITIES:**

MRNY's Queens-based **Manager of Volunteer Programs** will oversee all aspects of volunteer engagement and to a lesser extent, internships, with Make the Road NY. This includes: outreach, recruitment, orientation, training, volunteer support, recognition and appreciation, staff support regarding volunteer matters, as well as help with materials development (and some administrative work associated with volunteer programs in the adult education department for the QNS, BK, and SI offices). The manager will work with MRNY staff members to develop meaningful volunteer projects and ensure volunteer best practices. S/he will also be in charge of the indirect supervision of some of the volunteer teams. In the beginning, about 30-40% of the managers time will be dedicated to volunteer opportunities and internships related to the Adult Education team, though the hope is that that % will drop somewhat over time.

The **Manager of Volunteer Programs** will consult on volunteer management and volunteer recruitment and orientation on an as-needed basis across departments. S/he will collaborate with other teams to develop volunteer projects and protocols to help ensure volunteer best practices. To the extent that is possible and in collaboration with team members, she will conduct outreach and recruitment activities, supply and coordinate volunteers, orient and train volunteers, help collect and track data, and participate in volunteer recognition and appreciation efforts.

In order to complete the tasks above, the **Manager of Volunteer Programs** will oversee a team of Americorps members dedicated to building capacity in the organization through volunteer efforts. In addition to the above tasks, the Volunteer Manager will collaborate with Adult Ed staff members on ESOL, Civics and admin interns and volunteer projects. **S/he will:**

- 1. Continue to develop and implement all parts of the volunteer program:** Collaborate with the team to develop and implement: Outreach & Recruitment, Training & Professional Development, Volunteer Retention & Sustainability practices, Volunteer Program Expenses, Recognition & Appreciation, and Tracking databases.
- 2. Supervise and Support Volunteers, Interns, other Community Service Members:** Direct supervision of some of the volunteers and volunteer teams when determined appropriate/possible. Participate in supervisory, department, funder meetings and meetings with LI based ESOL teacher/volunteer coordinator as appropriate and necessary, as well as all-staff and cross-department meetings, retreats and professional development meetings (when appropriate)
- 3. Engage in Interdepartmental Collaboration for volunteer program planning and implementation:** Work with other teams to determine meaningful volunteer projects to also fulfill the needs of the team and the organization. Collaborate in designing manuals, training material, and other volunteer documents. Collaborate to establish sustainable volunteer

practices including: outreach, recruitment, volunteer onboard process, orientation, training, tracking, appreciation, and retention.

#### **4. Coordinate and provide some Administrative support for the Volunteer Program in the Adult Ed department:**

Coordinate volunteers, program schedule, trainers and speakers, regular support meetings- phone, face to face and/or skype; conduct surveys and collect feedback from program participants re: quality of volunteer service and feedback from volunteers re: quality of their experience; coordinate volunteer appreciation and recognition; connect volunteers with development dept database; coordinate staff & volunteer collaboration; coordinate and develop collaborative partnerships with other organizations, generate volunteer reports for use of funders and other in-house use, maintain volunteer program database, enable the organization to attract and keep funders by ensuring that the volunteer program: maintains registration, attendance, and other necessary student data in Salesforce; and collect other information as decided by the department or mandated by funders-i.e- student samples & case notes, survey data, etc.

**5. Cultivate External Partnerships-** In order to grow and maintain the volunteer, service corps, and internship programs at MRNY.

#### **REQUIREMENTS:**

- Must have *at least* 3 years experience managing volunteer programs in a non-profit setting
- Preferred but not required: Certified Volunteer Administration Certification
- **Must be**
  - a self-starter with strong organizational skills and strong attention to detail
  - a highly professional and team oriented with a passion for excellence and eagerness to help the department meet our goals.
  - Bilingual English/Spanish strongly preferred
- **Must also have:**
  - the ability to multi-task, prioritize, and complete assignments under strict deadlines with minimal supervision in a fast paced environment.
  - A sense of humor and ability to work under pressure required.
  - A strong working knowledge of spreadsheets, Microsoft Office suite, Gdrive and how to use a database (ideally Salesforce) to enter or look for data or to run reports.
  - experience working in a multi-cultural and multi-ethnic work environment
  - Flexible work schedule, some evenings or weekends required
  - Strong verbal and written communication skills
  - High level of accountability and initiative; needs to be a self-starter and eager to do team work to support the organization as a whole
  - a commitment to collective action and community organizing.

#### **SALARY AND BENEFITS:**

Starting salary is based on a scale set by a democratically-elected personnel committee and will depend on factors such as experience and education. MRNY offers an excellent benefit package including health insurance, 401K, and generous paid vacation, sick, personal days.

#### **HOW TO APPLY:**

Please attach cover letter/resume and submit all documents to [Adulteducationjobs@maketheroadny.org](mailto:Adulteducationjobs@maketheroadny.org)

**Note:** When applying, **please put your name & name of the position and date of initial inquiry in the email's subject line.**

Ex.- Subject: Jaime Smith-Manager of Vol Progs-7.11

**APPLICATION DEADLINE:** End of July 2019, applications earlier in July preferred. Interviews will be scheduled for early/Mid August, with an expected start in early September.

MRNY is an equal opportunity employer and is committed to a diverse staff. Women, LGBTQ, people with disabilities and people of color strongly encouraged to apply. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, genetic information, disability or marital status.