



DONATE LIFE NORTHWEST Job Announcement

Job title: Volunteer Engagement Coordinator

Department: Programs

Reports to: Director of Education and Outreach

Supervision Exercised: no

FLSA Status: Full-time, exempt

Prepared/Reviewed by: Aimee Adelman

Approved Date: 7/11/19

Description:

Nationally recognized for groundbreaking innovation and some of the highest donor registration rates in the country, Donate Life Northwest has been improving health and saving lives in Oregon and SW Washington through the promotion of organ, eye and tissue donation since 1975. With a budget approaching one million, a staff of ten, and hundreds of active volunteers, our vibrant Donate Life Northwest community includes: donor families carrying loved ones' legacies; living donors sharing the joy of giving; those waiting with hope for transplant; grateful recipients paying it forward; organ, eye and tissue banks, transplant centers, and other organization partners; and more than 2.6 million registered donors.

We take pride in these tremendous successes, but work with a sense of urgency to accelerate programs and bring hope to thousands in need of transplant who face a shortage of donors. Work-life balance and mutual support are essential to maintaining the energy and focus needed for our dynamic work.

Volunteers and staff are valued for individual strengths in our community-building organization, and we share a deep commitment to diversity, inclusion and health equity. That commitment guides our work to overcome barriers to donation, and honors the powerful ways that gifts of life, sight and health can connect communities and transcend divisions of race, faith, ethnicity, language, culture, class, gender, sexual orientation, and physical or mental ability.

Job Purpose Summary:

The Volunteer Engagement Coordinator is primarily responsible for the implementation and evaluation of Donate Life Northwest's volunteer engagement activities, which include volunteer recruitment, coordinating, and training volunteers, public programs, community meetings and public gatherings, community awareness campaigns, recognition/appreciation, and special events. The position reports to the Director of Education and Outreach and works closely with all staff on outreach and special initiatives. Enlisting the input and involvement of colleagues and community leaders, the Volunteer Engagement Coordinator identifies and implements opportunities for involvement between Donate Life Northwest and its communities and stakeholders throughout Oregon and SW Washington.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Further develop and market the Donate Life Northwest Volunteer Ambassador program including recruitment, training, scheduling, supervision, recognition, and support of all ambassadors
- Liaison to Donor Family Group, engaging in the development of initiatives and activities specifically to support donor families. Sensitivity and compassion is essential to this supporting role
- Schedule, implement, and periodically suggest new community-based programs, partnerships, and other engagement initiatives throughout our service area in Oregon and SW Washington
- Identify, initiate, and deepen relationships with various community stakeholders
- Assemble special project teams comprised of volunteers

- Determine project roles; track progress and measurements of success; and report outcomes to Director of Education and Outreach
- Oversee daily administration of volunteer programs including event requests, logistics, and database management
- Create and update volunteer program materials such as toolkits, applications, volunteer agreements, orientation handbooks, and presentations
- Distribute information to the community and broader public through multiple channels through social media, website, and print materials
- Drive storytelling projects involving members of the transplant and donor community
- Design and implement innovative communications, media, and marketing campaigns and events to raise awareness, dispel myths, and educate the public about organ, eye, and tissue donation
- Successfully integrate engagement work into fundraising efforts and enlist the support of Development staff to do so
- Participate in strategic planning and ongoing program evaluation
- Compile collected information for Director of Education and Outreach to regularly present to the Donate Life Northwest Board and Executive Director

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in education, marketing, communications, or related field – or - 3 years relevant experience.
- Minimum 2 years of experience managing volunteers and implementing awareness campaigns, events or other initiatives.
- Outstanding organizational skills with demonstrated ability to plan and coordinate a variety of detailed outreach projects, sometimes under tight deadlines.
- Exceptional written and oral communication skills including presentation skills.
- Proficiency in social media tools, database software, and Microsoft Office Suite.
- Demonstrates resourceful abilities to create new and innovative outreach initiatives.
- Excellent follow-through and customer service skills.
- Motivated self-starter who works well individually and as a member of a team.
- Training development and coordination experience preferred.

Other Skills, Abilities, Qualifications:

Excellent writing skills; ability to manage competing deadlines and prioritizing tasks for efficiency; prefer working in a collaborative team model with excellent compassionate and interpersonal skills, managing internal and external relationships. Spanish language skills preferred, but not required.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Substantial local (and, to a slightly lesser extent, regional) travel is required. Candidate must possess a reliable form of transportation to be able attend meetings and events throughout the organization's territory (Oregon and several counties in Washington). Occasional overnight travel may be required.

Work is generally performed within a typical office environment, with travel to off-site meetings and events, including evening and weekend events.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus for use of computer monitor.

Direct reports

No direct reports.

Salary & Benefits

Starting salary is \$35,000-\$40,000/year commensurate with experience. Generous benefit package including health, dental, short term disability insurance, life insurance, and EAP (100% employer paid premium for employees); 401K employer contribution and match after six months; generous paid time off; and alternative work schedule options.

Application Guidelines

Donate Life Northwest is an Equal Opportunity Employer. We believe that a diverse staff of qualified, highly-skilled, and creative individuals is necessary to achieve the vision and mission of the organization. We welcome and encourage applications from candidates who can contribute to the diversity of our workforce across a range of dimensions.

To apply, submit a cover letter and resume to info@donatelifenw.org or PO Box 532, Portland, OR 97207. Applications reviewed as received until the deadline of Sunday, July 21, 2019. For more information, visit www.donatelifenw.org. No phone calls please.