



## **Community Engagement Coordinator Job Description**

**Position Status:** Full-Time, Non-Exempt

**Reports to:** APF Shelter Director

**Work Week Schedule:** Monday – Friday 8:00 am – 4:30 pm, Some weekends/evenings required for special events and trainings

**Revised:** October 2019

### **PURPOSE OF THE POSITION**

The Community Engagement Coordinator (CEC) plans, develops and oversees the APF volunteer and foster program as well as community outreach events. This includes the recruitment, training and supervision of volunteers. The recruitment of foster care providers, and coordination of off-site tabling and outreach events. A commitment to good customer service and the ability to develop and nurture relationships with contacts at all levels is essential. This position must support all board policies and position statements.

### **DUTIES AND RESPONSIBILITIES**

Perform job duties in a positive, helpful manner. Willingly assist public in all aspects of APF programs. Share information to enhance the public knowledge of animal welfare as well as their knowledge of the APF's mission and programs. Communicate in a way that demonstrates and promotes collaboration, cooperation, problem solving and interpersonal skills to foster a positive work environment, teamwork and productivity. Other duties and responsibilities are as follows:

#### **Volunteer Program**

- Work closely with management and staff to define and fill volunteer opportunities both at the APF and at offsite events and programs.
- Recruit and oversee qualified volunteers for a variety of tasks.
- Plan and execute volunteer recognition and special projects or programs related to volunteers.
- Schedule and coordinate orientation and trainings for all potential and current volunteers to ensure they understand the organization, mission, policies and procedures.
- Maintain volunteer database noting special skills and interests. Match volunteers to appropriate jobs, which meet the needs of the APF as well as the individual. Update job assignments as necessary.
- Regularly survey staff and volunteers to reassess whether or not needs are being met.
- Review and update volunteer handbook, job descriptions, training materials and other forms as needed.
- Prepare and distribute calendar of volunteer job assignments and monitor compliance by volunteers. Produce periodic reports (monthly, quarterly, annually)

as requested) for management, including the Executive Director and Board of Directors.

- Consistent communication with volunteers through tools such as; emails, E-blasts, telephone, mail and in person. This will consist of weekly, monthly, and quarterly updates to all volunteers on all new programs, outreach events, and animal adoption news at the APF. The purpose of this is for volunteers to be actively engaged in all activities and to maximize their involvement at the APF.
- Coach volunteers in performance of duties providing them with regular feedback and special guidance when requested or required. Note any incidents and injuries and report to supervisor when necessary.
- Be a visible point-of-contact person at all events where volunteers are present. Provide ongoing support/guidance to all volunteers and develop strong relationships.
- Address disputes that may arise between volunteers or between volunteers and staff, coordinating with affected department heads and individuals involved. Responsible for disciplining, up to and including termination of volunteers not meeting expectations set forth in volunteer agreement.

### **Community Engagement**

- Attend and staff APF events as needed.
- Promote a better understanding of the APF to surrounding communities in order to foster relationships and increase volunteer engagement.
- Cultivate and maintain relationships with other volunteer organizations within the APF service area and at the regional and state level.
- Identify potential community partners through attending community meetings and events to develop relationships for expanding community engagement and impact.
- Communicate with community partners to provide regular updates on APF programs, adoptions, and all event opportunities; distribute APF materials and volunteer opportunities.
- Represent the APF through speaking engagements, shelter tours and other outreach activities.

### **Foster Care**

- Actively recruit, and provide training, ongoing support, supervision of foster caregivers for both sheltered animals and those enrolled in APF's public initiatives such as the Pet Guardian program for victims of domestic violence.
- Evaluate each potential foster volunteer to ensure their resources are appropriate for a positive experience for foster volunteer and foster pet.
- Maintain complete and active roster of foster caregivers. Ensure that foster volunteers are fully integrated in APF Volunteer program, database and communications.
- Coordinate with shelter leadership to provide training and tools for foster caregivers to adopt out foster animals directly where appropriate.
- Ensures that foster caregivers are provided with all supplies and support necessary.
- Engages with both animals and volunteers to ensure foster placement and successful foster experiences.

## **REQUIREMENTS:**

### **Education and Experience:**

- Minimum of Associates Degree or equivalent job-related experience, such as working in an animal welfare organization and managing volunteer programs.
- Must have the ability to problem solve, be a self-motivator, and be a team leader.
- Ability to represent the APF in a consistent manner in accordance to its brand and image is imperative.

### **Skills:**

- Exceptional verbal and written communication skills.
- Confident public speaking skills and ability to develop presentations.
- Computers and audio/visual equipment proficiency; willingness to independently learn new technology and skills.
- Initiative to follow thru on challenging tasks before asking for assistance from others.
- Proven ability for program development and coordinating multiple events at one time.
- Capability to effectively organize and manage a wide array of tasks, projects and responsibilities.

### **Additional Requirements:**

- Willingness to adjust days and/or hours to accommodate the needs of the APF.
- Currently possesses or ability to obtain a valid New York State driver's license and willingness to travel to off-site events.

### **General Duties**

- Stay up-to- date on 'industry best practices': research, find and attend training classes, webinars, and tutorials for all areas relating to job.
- May be assigned to work in other departments temporarily, permanently or for cross training.
- Responsible for collecting information (stories, pictures, etc.) about volunteer, foster care and rescue programs for PR purposes.

## **WORKING CONDITIONS**

General office working conditions. Subject to hazards that can be caused by working with animals. Potential exposure to zoonotic diseases, animal bites and scratches. Work may be performed outdoors with exposure to all weather conditions. Will have access to protective equipment such as boots, gloves, protective eye and ear wear, etc.

## **PHYSICAL DEMANDS**

Ability to work in a shared office environment and at offsite events. Able to drive, stand, bend and occasionally lift and/or move up to 25 pounds unassisted. Requires basic knowledge of animal behavior and animal handling. Training will be provided so that this position can train others in basic animal handling for all volunteer positions.

**NOTE**

The Animal Protective Foundation is an Equal Opportunity Employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, religion, creed, national origin, sex, sexual orientation, gender identity, transgender status, age, disability, marital status, veteran status, familial status, genetic information, citizenship, domestic violence victim status, prior arrest record, or prior criminal conviction.

The Animal Protective Foundation is an At-Will employer. This is not a contract for employment.

The Animal Protective Foundation reserves the right to change job descriptions and job schedules at any time without employee consent to meet changing needs of the organization.

By signing below you are asserting that you are physically able and willing to perform these duties with or without accommodations.

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Printed Name

Signature

Date

List any accommodations needed to assist you in successfully completing these duties.

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