



## JOB DESCRIPTION AND SPECIFICATION

**Job Title:** Community Outreach Manager  
**Salary Range:** DOE  
**Revised:** 12-10-2021

**FLSA Status:** Exempt/Professional  
**Reports to:** Chief Operating Officer  
**Requires Fingerprinting:** Yes

### **Summary of Job Activities:**

The Community Outreach Manager will work to engage and inspire community members and business leaders to connect with Homeless Youth Connection (HYC) to support youth experiencing homelessness in Flagstaff, AZ. This position is responsible for relationship building and securing donations (in-kind and financial), as well as recruiting and supervising volunteers. In addition, the Community Outreach Manager will oversee school-based Emergency Resource Pantries with volunteer support and in-kind donations.

This is a full-time position. The schedule for this position requires day hours and occasional evening and weekend hours to cover volunteer activities, community presentations and special events that benefit the agency. This position reports to the Chief Operating Officer.

### **Essential Duties and Responsibilities:**

1. Research and cultivate relationships with individuals, businesses and community service organizations to engage with HYC as volunteers, donors, to host a fundraising event and/or hold an in-kind donations drive.
2. Engage and cultivate donors through in-person and written communications, with the goal of securing donations and/or increasing gift donations.
3. Work closely with development team members to build community awareness and giving opportunities for individuals and businesses, through presentations, lunch and learns, program sponsorships, online giving, employee giving campaigns and in-kind donations.
4. Develop comprehensive knowledge of the HYC program as well as industry trends.
5. Conduct presentations to community groups to build agency awareness.
6. Actively participate in the community and be an ambassador for the organization.
7. Support fundraising events, including third party events as well as HYC events especially through leading the donor development of attendees.
8. Manage recruiting, and screening new volunteers. Provide training and supervision of volunteers.
9. Work with volunteers individually and in groups. Assess experience, skills, and limitations of volunteers to successfully engage them in meaningful volunteer service.
10. Work with youth coach(es) and community resource manager to identify client needs, coordinate and manage in-kind drives (*i.e. school-supplies, hygiene and gift cards*).
11. Oversee receiving, sorting, storage and distribution of in-kind donations in compliance of internal control procedures.
12. Coordinate logistics related to delivery of donations to school partners as needed.
13. Responsible for tracking and inputting information in donor management system.
14. Acknowledge volunteers in-kind and financial donations in a timely manner.
15. Complete monthly report summaries of volunteer hours and project status.

### **General Responsibilities**

1. Support communication efforts by providing content for newsletters, emails and social media.
2. Actively participate in the community and serve as an ambassador for the organization.
3. Respond to inquiries, phone calls, and email in a timely and responsive manner.
4. Conduct tours and presentations as needed or requested.

**Necessary Skills and Requirements:**

- Proven experience in fundraising, volunteer management, communications, and in-kind donations.
- Outstanding verbal, written and presentation skills.
- Excellent organizational and analytical skills with a high level of attention to detail.
- Excellent interpersonal and networking skills to relate to large groups as well as individuals.
- Ability to handle a variety of projects simultaneously in a fast-paced environment while maintaining attention to detail, accuracy and completion in a timely manner.
- Experience working in diverse communities including multiple generations (seniors, youth, working adults), as well as across ethnic and racial communities.
- Strong command of MS Office tools including Power Point, Excel and Word and proficient in general office procedures and practices.
- Reliable personal transportation with current registration and 100/300 level car insurance if applicable.
- Valid Arizona driver’s license.
- Ability to pass a state and federal felony background check, including a fingerprint check or review of existing Level One fingerprint clearance card status.

**Education and Experience:**

Required

- A Bachelor’s degree in public relations, corporate communications, journalism, marketing or a related field.
- Experience of 2 – 4 years with non-profit, volunteer management, fundraising or community outreach activities

Preferred

- Experience working for a non-profit organization
- Experience working with the homeless or impoverished; general knowledge of poverty-related social issues and government services

**Working Conditions**

- 40+ hours per week, five-day schedule and some weekends/evenings
- This is a remote, work from home and in the field/community position, with periodic in-person meetings in Metro-Phoenix at the main office.
- Ability and willingness to work a flexible schedule, to include evenings and weekends, to meet the needs of donors and community supporters, and to be present at community functions and events
- Work hours consist of office and field time
- Office and on-site locations such as schools, private homes, churches, food pantry, or storage facility
- Ability to lift 25 lbs.
- Ability to work collaboratively with colleagues in a team environment

**Appearance Standards**

It is each employee’s responsibility to adhere to the appearance standards established in the Homeless Youth Connection *Employee Guide*. The agency has provided employees with the benefit of a professional-casual dress and appearance standard and therefore expects no deviation from the policy established including, but not limited to, inappropriate clothing, makeup, hair, and jewelry.

Employee Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date \_\_\_\_\_  
Supervisor Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This job description is not intended to be all-inclusive; Homeless Youth Connection reserves the right to revise or change job duties as the need arises. Job Descriptions do not constitute written or implied contracts of employment. **Employment with Homeless Youth Connection is at will.**