

**Position Description**  
**Volunteer Engagement Coordinator**  
**Program Year 2024-2025**



*Break A Difference provides equal opportunity for all. We do not discriminate in any aspect of employment or service because of race, color, sex, national origin, age, disability, religion, sexual orientation, or any other improper criterion.*

*All AmeriCorps members have the right to request reasonable accommodations in order to perform the essential functions of their position. Reasonable accommodations may be provided upon request. If you are a person with a disability and you would like to request a reasonable accommodation, please contact: Gabrielle Wilson, Executive Coordinator, 202-400-2257 x 702 or gwilson@breakadifference.org.*

<p><b>POSITION TITLE AND INFORMATION</b></p>	<p>From: Baltimore Volunteer Engagement Coordinator          Three Quarter Time (TQT) AmeriCorps Member          1,200 hours from September 4, 2024 – June 27, 2025</p>
<p><b>REPORTS TO</b></p>	<p>Immediate Interim Program Director/ Site Supervisor: Samelia Okpodu-Pyuzza (<a href="mailto:spyuzza@breakadifference.org">spyuzza@breakadifference.org</a>)          Onsite Office Supervisor: TBD (<a href="mailto:tbd@breakadifference.org">tbd@breakadifference.org</a>)          Construction Site Supervisor: TBD (<a href="mailto:tbd@breakadifference.org">tbd@breakadifference.org</a>)          Also Reports To Executive Coordinator: Gabrielle Wilson (<a href="mailto:gwilson@breakadifference.org">gwilson@breakadifference.org</a>)</p>
<p><b>SERVICE SITE</b></p>	<p>Primary Service Site: Break A Difference HQ, 1794 Union Ave          Baltimore, MD 21211</p>
<p><b>POSITION SUMMARY</b></p>	<p>The Volunteer Engagement Coordinator will play a pivotal role in connecting individuals and organizations to meaningful social impact opportunities while advancing the mission of the From: Baltimore program. The Volunteer Engagement Coordinator is responsible for fostering partnerships with recruited, potential, and existing volunteers for participation in volunteer projects, community development programs, and engaging young adults in service trips and professional development opportunities. This role requires strong communication skills, a commitment to equity and inclusion, and the ability to effectively manage outreach efforts and youth engagement initiatives.</p> <p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Social Impact Saturdays             <ul style="list-style-type: none"> <li>● Plan monthly volunteer events with nonprofit partners.</li> <li>● Collaborate with nonprofit partners to determine their needs and create micro-volunteer experiences for program participants.</li> </ul> </li> </ol>

	<ol style="list-style-type: none"> <li>2. Together We Build <ul style="list-style-type: none"> <li>● Attend weekly safety meetings.</li> <li>● Train participants in safe and effective demolition practices.</li> <li>● Identify and implement opportunities to enhance the volunteer experience.</li> </ul> </li> <li>3. Civic Accelerator <ul style="list-style-type: none"> <li>● Identify micro-volunteer opportunities.</li> <li>● Work collaboratively with nonprofit partners to scope projects and ensure impactful results.</li> </ul> </li> </ol>
<p>ESSENTIAL FUNCTIONS</p>	<p>Members serve at least 1,200 hours or a minimum of 30 hours per week. The term of service is ten months: September 4, 2024, through June 27, 2025. During the service day, Members facilitate community partnerships, recruit volunteers, and engage young adults in impactful service opportunities, fostering a culture of social responsibility and collective action. Members are required to participate in pre-service and ongoing training sessions throughout their term of service (i.e., one-week pre-service training, professional development support calls, and other AmeriCorps training).</p> <p>TQT-time Members serve 30 hours per week (M-F, 9:00 am – 4:00 pm and 2 Saturdays per month).</p> <p><b><u>Performance Criteria</u></b></p> <ol style="list-style-type: none"> <li>1. <b>Performance as an AmeriCorps Member</b> <ul style="list-style-type: none"> <li>● Demonstrate understanding of AmeriCorps member experience</li> <li>● Serve productively and effectively across service environments and adhere to program Policies and Procedures</li> <li>● Meet monthly service hour benchmarks</li> <li>● Demonstrate the ability to balance service activities</li> </ul> </li> <li>2. <b>Teamwork with Colleagues</b> <ul style="list-style-type: none"> <li>● Demonstrate professional behavior (aware of voice level, confidentiality, and constructive conversations)</li> <li>● Use appropriate language (refrain from making negative comments and gossiping)</li> <li>● Demonstrate the ability to be flexible and serve cooperatively</li> <li>● Demonstrate the ability to communicate effectively to resolve conflicts</li> </ul> </li> <li>3. <b>Performance as a Volunteer Engagement Coordinator</b> <ul style="list-style-type: none"> <li>● Event Planning and Partnership Development: Effectiveness in planning and executing monthly volunteer events with nonprofit partners. Ability to assess and meet the needs of nonprofit partners, creating valuable volunteer experiences.</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>● Volunteer Support and Engagement: Success in supporting volunteers' participation in Social Impact Saturdays, Together We Build, and Civic Accelerator programs. Ability to engage and retain volunteers, fostering a sense of community and purpose.</li> <li>● Communication and Collaboration: Use of appropriate and effective communication with current and prospective community partners. Following supervisor recommendations for partnership development and improvement.</li> <li>● Record Keeping and Data Management: Accuracy in maintaining electronic records (Airtable, Front, Slack, Google Drive, GivePulse, etc.). Accuracy in maintaining digital and paper records (outreach strategy, partnership relationship communication logs, and data logs).</li> <li>● Commitment to Equity and Inclusion: Demonstrated commitment to fostering equitable and inclusive practices within all community development programs and initiatives.</li> </ul> <p><b>4. Professional Conduct</b></p> <ul style="list-style-type: none"> <li>● Maintain a professional appearance and wear the AmeriCorps logo daily (program name tag and uniform), follow service site dress code policies</li> <li>● Report to site at 9:00 AM and adhere to daily schedule</li> <li>● Complete and submit bi-weekly time sheets by Monday at 12:00 PM</li> <li>● Follow standard protocol for tardies, absences, and early office departure</li> <li>● Consistent daily attendance</li> <li>● Adhere to all codes of conduct or related Policies and Procedures of From: Baltimore, Break A Difference and our community partners</li> </ul> <p><b>5. Additional Responsibilities</b></p> <ul style="list-style-type: none"> <li>● Serve through the end of the contract period, regardless of the number of service hours accrued</li> <li>● Serve as onsite volunteer support during organizational service events</li> </ul>
<p>MARGINAL FUNCTIONS</p>	<p>Support all Break A Difference events, as long as these activities are within the AmeriCorps guidelines and do not take away time from the essential functions of the Member service position.</p> <p>Members may be required to perform other position-related instructions within the scope of their normal service activities, as requested by their Supervisor, in alignment with the terms and conditions of the AmeriCorps grant, and subject to reasonable accommodation.</p>

<p>PRINCIPAL WORKING RELATIONSHIPS</p>	<p>Conduct self in a professional, honest and fair manner, and respond appropriately, courteously, and respectfully to all fellow Members, Break A Difference Staff, Service Year Option/ Maryland Corps Members, Break A Difference Contractors and Volunteers, and Community Partner Staff.</p>
<p>KNOWLEDGE, SKILLS, &amp; ABILITIES</p>	<p>Read and write proficiently in English. Communicate effectively with all fellow Members in both verbal and written correspondence. Possess basic computer skills and accurate record-keeping abilities. Be able to serve a minimum of 30 hours per week, exhibiting a strong work ethic with consistent attendance and dependability.</p>
<p>ACADEMIC, TRAINING AND EXPERIENCE QUALIFICATIONS</p>	<ul style="list-style-type: none"> <li>● Experience in community outreach, particularly with diverse communities.</li> <li>● Familiarity with volunteer recruitment, engagement, and retention strategies</li> <li>● Strong communication and presentation skills, including the ability to engage with audiences in various settings such as classrooms, community events, and fairs.</li> <li>● Understanding of cultural competency and sensitivity when working with diverse populations, particularly black and brown communities.</li> <li>● Experience in event planning and coordination, including organizing presentations and participation in community events.</li> </ul>
<p>SERVICE CONDITIONS</p>	<p>The Volunteer Engagement Coordinator role encompasses a dynamic blend of office-based responsibilities, outdoor activities, and engagement at active construction sites. While the majority of the service is conducted within an office environment, occasional outdoor activities such as community events, volunteer projects, and service trips are integral to the role. Additionally, the member may be required to visit active construction sites to support partnership initiatives related to community development projects. This position demands adaptability to varying work environments and a willingness to engage in hands-on activities to fulfill the mission of the organization.</p>
<p>SPECIAL CONDITIONS OF SERVICE</p>	<p>Must be a U.S. Citizen or be a permanent resident. Enrollment in the program is contingent on the results of a National Service Criminal History Check. Members must submit to a criminal background check that includes FBI fingerprinting, National Sex Offender Registry, and state criminal background check.</p>
<p>PHYSICAL, EMOTIONAL, INTELLECTUAL DEMANDS</p>	<p>Emotionally, the Members must exhibit empathy and resilience in their interactions with diverse stakeholders and be prepared to navigate potential stressors associated with program management. Intellectually, strong problem-solving skills and a continuous learning mindset are essential for effectively addressing challenges and</p>

	driving positive outcomes in community outreach and social impact initiatives. Members must be able to maintain professionalism in a working environment that includes varying perspectives and diverse personalities. Members frequently move materials weighing up to 20 pounds at office and volunteer sites for various reasons.
EQUIPMENT USED	Computers, smartphones, tablets, personal protective equipment, and office supplies for administrative tasks and organization.