

**Job Title:** Community Engagement Specialist

**Reports To:** Program Director & Development Director

**Organization:** Big Brothers Big Sisters of West Central Ohio, Inc.

**Position Summary:**

The Community Engagement Specialist is a dynamic and passionate individual. This role plays a vital part in fulfilling our mission to create and support one-to-one mentoring relationships that ignite the power and promise of youth. The Community Engagement Specialist will lead efforts to enroll and match volunteer mentors ("Bigs") with youth ("Littles") in the community and the schools, provide ongoing match support, and spearhead local outreach, recruitment, and community engagement efforts.

**Key Responsibilities:**

**1. Volunteer and Youth Enrollment and Match Support (Program)**

- Conduct outreach to identify and recruit potential mentors (Bigs) and youth participants (Littles).
- Facilitate the enrollment process, including interviews, assessments, and background checks for mentors and youth.
- Support and monitor matches, providing coaching, conflict resolution, and ongoing training to Bigs and Littles to ensure healthy, lasting relationships.
- Maintain regular communication with program participants and address any issues that arise during the match lifecycle.
- Ensure all match documentation is completed accurately and in a timely manner according to organizational policies, using the designated system (Matchforce).

**2. Community Engagement, Outreach, and Marketing (Development)**

- Build and maintain strong partnerships with local schools, community organizations, businesses, and civic groups to expand program awareness and recruit volunteers.
- Represent Big Brothers Big Sisters at community events, resource fairs, and speaking engagements to promote the organization's mission and recruit participants.
- Develop and implement local marketing strategies, including social media content, email campaigns, and print materials, to increase visibility and engagement.
- Serve as a liaison between Big Brothers Big Sisters and key community stakeholders.

### **3. Recruitment and Retention (Development)**

- Develop and implement targeted recruitment initiatives to attract new mentors and participants.
- Build strong relationships with current volunteers, providing recognition and support to encourage long-term engagement.
- Build an Alumni Big and Little database, recognizing alumni.
- Build an Ambassador database and maintain a strong relationship with ambassadors to provide long-term engagement.

### **4. Administrative Duties (Program & Development)**

- Maintain accurate and up-to-date records in the agency's database (Matchforce) and ensure compliance with all policies and procedures.
- Prepare reports and updates for leadership on program metrics, outreach efforts, and event performance.

### **Qualifications:**

- Bachelor's degree in Social Work, Education, Communications, or a related field (equivalent experience may be considered).
- At least 2 years of experience in community engagement, volunteer management, fundraising, or nonprofit work preferred.
- Strong interpersonal and communication skills with the ability to build relationships with diverse populations.
- Experience in event planning and/or fundraising.
- Ability to work independently, manage multiple projects, and meet deadlines.
- Proficiency in Microsoft Office Suite, social media platforms, and customer relationship management software (preferred).
- Valid driver's license and reliable transportation.

### **Work Environment and Schedule:**

- Flexible schedule with the ability to work evenings and weekends as needed for events and community outreach.
- Travel within the county and occasionally to other service areas.