



Job Title: Senior Director of Community Engagement
Department: Operations
Reports To: Chief Development & Communications Officer
FLSA Status: Exempt
Prepared by: _____
Date: 10/30/2024

Position Summary: The Senior Director of Community Engagement is responsible for establishing partnerships with volunteers, corporate partners, community organizations, faith-based organizations and other non-profit agencies to secure financial donations, gifts in-kind, workshops and/or other resources required for the operations of Santa Maria’s programs.

Essential Duties and Responsibilities include the following.

- Manages a comprehensive volunteer program including individual and group volunteers.
- Maintains close communication to key program staff to learn about volunteer needs and requirements.
- Serves as the initial point of contact for all volunteers and volunteer groups. Explains volunteer opportunities and in-kind needs.
- Onboards individual volunteers via screening, selection, orientation and training.
- Coordinates all one-time volunteer events.
- Works closely with the development team to cultivate volunteers into donors.
- Tracks all volunteer contact information, schedules and hours given to Santa Maria.
- Attracts and recruits new agencies and organizations to Santa Maria as needed and desired for programs.
- Assists with MOU’s, onboarding, training and data entry/record keeping for new partners.
- Ensures that agency communication and stewardship efforts reach our partners.
- Engages with community partners to provide continuing education and training opportunities for the staff.
- Coordinates all in-kind donations from first contact to delivery to secure storage, receipt and record-keeping.
- Keeps updated list of basic needs with regular communication with Santa Maria leadership staff.
- Organizes donation drives among community groups.
- Engages with the participants and staff building activities and community.
- Builds and coordinates a celebrations calendar to distribute in-kind donations for seasonal needs and gifts.
- Attends meetings, seminars and trainings as required
- Assists in organizing fundraising events and other development events as required.
- Supports activities of communications and marketing team as needed.
- Undertakes any secondary tasking and responsibilities for robust community engagement program.
- Enhances professional expertise through membership in applicable professional organizations and participation in continuing education related to assigned responsibilities.
- Troubleshoots volunteer and partner needs to ensure the experience is beneficial for all involved.
- All Other duties as assigned.

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.

Competencies: To perform the job successfully, an individual should demonstrate the following:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Communications – Good verbal and written communication skills; Express ideas and thoughts verbally; Express ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and utilizes appropriate communication methods.

Conflict Resolution – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

Customer Service: Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Dependability – Follows instructions, responds to management direction; Takes responsibility for ones own actions: Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with alternate plans.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Upholds the Tenants of the Donor Bill or Rights, including privacy, discretion and recognition.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. Demonstrates critical thinking to work independently toward meeting specific goals.

Education/Experience:

- Bachelor's degree in Business Administration, Social Science, or related from a four-year college or university.
- 5 year's experience in development or volunteer management. Experience working in an environment that addresses trauma, recovery or related conditions.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence, and instructional manuals. Ability to effectively present information and respond to questions from groups of managers, participants, volunteers, donors and the public.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

Must have basic working knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook, Internet Explorer and Teams.) Knowledge of nonprofit CRM software is a plus.

Certificates and Licenses:

Current CPR certification, mental health first aid, ANE, PIAB during the orientation period. Must have a valid Texas Driver's License and provide proof of current insurance.

Approval Requirements: Must be able to pass TDCJ/HCSCD background checks. Must have reliable transportation to travel between Santa Maria facilities. Flexibility to work during various shifts/hours for provision of training to 24-7 staff or emergency coverage.

Supervisory Responsibilities:

This position is responsible for directing the work activities and schedules of their direct reports.

Work Environment:

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.

While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

Interacting with co-workers, vendors and customers.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle or feel. The employee is frequently required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, and taste or smell. The employee will occasionally need to lift or move up to **25 pounds**. Specific vision requirements include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my supervisor if I am unable to comply with this job description for any reason.

ACKNOWLEDGED: Supervisor / Manager Signature **Date**

ACKNOWLEDGED: Employee Signature **Date**

PRINT: Employee Name