

2022-2023 NYC Civic Corps Member Position Description

Host Site Name: Futures and Options

Position Title: Volunteer Assistant

Location: 120 Broadway, Suite 1019, New York, NY, 10271

Tentative Schedule: Monday-Friday, 10:00 AM – 6:00 PM

of member Slots in this Position: 1

Position Supervisor: Sam Kahn

Supervisor Email: skahn@futuresandoptions.org

Application: <https://www.nycservice.org/initiatives/48>

Need for the specific project on which AmeriCorps Member is serving:

Futures and Options believes that all young people deserve the preparation and access needed to become competitive in the labor market. Together with our partners, we are investing in the city's future workforce through skills training, exposure to a range of career paths, and robust early work experiences. We are a collaborative organization that leverages the knowledge and experience of all individuals who contribute to our programs – from the supervisors who manage our interns to the funders who offer resources for us to reach more youth – to carry out our mission.

Volunteers are a critical component of our program model. Our program coordinators are our students' first introduction to the workplace, teaching them transferable skills for success. But it is our volunteers who offer our students the opportunity to put their teaching into practice. Our Career Essentials, Internship, and Alumni Success programs in particular harnesses the talents of our volunteers, engaging them to offer events and workshops on career- and college-related topics most meaningful to our students and recent program graduates. These volunteers increase our students' and young alumni's confidence and self-efficacy, and introduce them to the many ways they can find a place in the work world.

We find that the volunteers who work with our students and recent alumni are most engaging when they are alumni of our programs themselves. Over the past few years, we have been working to develop a network of alumni who are now young professionals and interested in sharing their knowledge, skills, and experiences to assist our high school- and college-aged alumni. We are excited by the prospect of empowering a Volunteer Assistant to recruit, train, and manage volunteers who would contribute to our programming for current students and

recent alumni, and we are especially enthusiastic for the Volunteer Assistant to attract our older alumni to share their talents.

Expectations and Goals for the specific project on which AmeriCorps Member is serving:

The Volunteer Assistant will work closely with our program team to implement volunteer engagement within our high school and alumni programs, which opens doors for students and recent graduates to achieve meaningful professional careers. This person will collaborate with our Alumni Engagement Coordinator to engage volunteers to provide the following support:

- 1) **Mentorship:** College-aged alumni are paired with high school-aged alumni to offer support on completing college applications, selecting programs of study, and acclimating to the college environment. Professionals are paired with college-aged alumni to offer support on strengthening their resumes, leveraging their networks for information interviews, and finding summer internships. Our goal has been to foster and support over 40 pairs in total.
- 2) **Skill-building workshops:** Volunteers present skill-building workshops on topics such as financial literacy, personal branding, writing strong resumes, public speaking, and interviewing for industry-specific jobs.
- 3) **Career exploration:** Volunteers host small groups of students and/or alumni at their offices or virtually to learn about their companies and meet their colleagues. Students and/or alumni learn about the different career paths of employees at the organizations and build their networks.

The Volunteer Assistant will recruit from business partners, board and junior board members and alumni of our programs themselves, offering them an opportunity to engage with Futures and Options and strengthen our service offerings. Our goal is to have the volunteer assistant increase alumni engagement as well as volunteer engagement 5% as compared to FY 22 numbers.

Member Position Summary:

Futures and Options is seeking an enthusiastic and energetic Volunteer Assistant as part of our expanding program team. The Volunteer Assistant will recruit, train, and manage volunteers to deliver career- and college-readiness workshops, host career exploration field trips, as well as help recent alumni matriculate to and succeed in college and postsecondary education. The Volunteer Assistant will specifically support the growth of our network of volunteers.

Detailed Tasks:

- Collaborate with Alumni Engagement Coordinator and other members of the program team to identify career- and college-readiness needs among students and recent alumni.
- Design and manage recruitment strategies to engage qualified volunteers to lead skill-building workshops, career exploration events, and networking opportunities, with a specific focus on volunteers who are alumni of our programs themselves; evaluate recruitment strategies quarterly and make adjustments as needed.
- Implement volunteer mentorship programming, including participant recruitment, application tracking, pairing mentors and mentees, and tracking communications between mentors and mentees.

- Distribute evaluations to volunteers after events and analyze feedback.
- Develop an active network of volunteers and older alumni by managing Futures and Options' pages on Facebook and LinkedIn.
- Update and maintain records on volunteers in Salesforce, including contact information, types of engagement, and retention rates.

Additional Responsibilities:

- Create templates for volunteer postings.
 - Create marketing materials, such as a social media campaign, to engage volunteers from diverse backgrounds and help them understand the impact of volunteerism on our youth.
 - Collaborate with program staff to develop volunteer policies and procedures, as well as an orientation and training plan.
 - Update Futures and Options' website page on volunteer opportunities regularly, with special attention to opportunities for older alumni.
 - Develop a system for understanding and tracking short-term outcomes from volunteer engagements.
 - Establish method for volunteer recognition and ongoing communication.
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Required Skills for AmeriCorps Members (set for all program members):

- Strong commitment to national service and the mission of the host site
- Desire to work in the non-profit sector
- Desire to serve with diverse communities
- Excellent organizational and communication skills
- Ability to conduct community outreach and make presentations to community groups
- Willingness to take initiative to achieve goals
- Strong project management/multi-tasking abilities
- A clear plan for living on the AmeriCorps stipend in New York City
- Availability to lead and/or attend events during evening and weekend hours (frequency varies by position)
- Minimum high school diploma or equivalency
- Ability to pass a criminal background check
- US Citizen or lawful permanent resident (AmeriCorps regulations)

Preferred Academic or Experience Qualifications, Knowledge, Skills, and Abilities:

- Work or volunteer experience in education, volunteer, mentorship, or alumni programming, youth services, human services, urban planning, policy, or related field. Former peer leaders and mentor/mentees encouraged to apply.
- Experience developing relationships with people of different backgrounds and abilities.
- Experience developing creative programming/activities and recruiting/engaging participants preferred.
- A strong commitment to the mission of Futures and Options.
- A high degree of personal and professional integrity: a strong role model for youth.
- Ability to work collaboratively with a diverse team.
- Comfort in a fast-paced, changing, entrepreneurial environment.
- Excellent interpersonal, listening, written, and verbal communication skills.
- Computer proficiency and knowledge of MS Office, including Excel, Outlook and PowerPoint skills. Prior experience with Salesforce a plus.

* Please note: The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved in advance by NYC Service.