**Job Description**

**Position Title:** Community Resources Coordinator – Promise Neighborhoods Initiative  
**Status:** Full time VISTA position  
**Reports to:** Director of Community Service Programs  
**Department:** Volunteer Center

**Primary Purpose:**

The major responsibility of this position is to act as a resource to Promise Neighborhood Initiative partners and neighborhood residents by coordinating and disseminating information; organizing community information sessions; working with community agencies to identify opportunities for volunteer involvement; and recruiting, orienting and placing volunteers at partner organizations with a specific focus on school based tutors, out of school time volunteers and mentors.

**Essential Duties/Functions:**

Work with staff to execute overall strategies to maximize volunteer participation in the community, with a specific focus in the Main South neighborhood in Worcester.

Participate in a community wide needs assessment process.

Work with community organizations to identify volunteer needs and create a menu of available volunteer opportunities that involve volunteers across a continuum of engagement levels.

Field general inquiries on volunteer involvement and refer callers to appropriate agency staff people or resources.

Screen and direct inquiries from agencies, companies and the general public seeking information on available avenues of participation in the Promise Neighborhoods initiative.

Coordinate community information sessions, including securing space, maintaining attendee list and preparing materials.

Assist with the implementation of a community outreach strategy.

Maintain files, logs and other documents in a neat and organized manner.

Enter various data into computer systems and maintain electronic files.

Prepare and distribute correspondence via email, postal mailings and by other means as needed.

Other general project based work as needed.
Other Duties/Functions:
Participate in UWCM organizational activities as appropriate.
Participate in staff meetings, training sessions and other all employee activities as schedule permits.

QUALIFICATIONS:

Skills/Knowledge: Excellent written and verbal communication skills are required as this position is a primary interface between United Way’s Volunteer Center and the public. Must possess good organizational skills with an ability to manage multiple projects simultaneously. Demonstrated computer skills are required. Strong interest in working for change in the Worcester community desirable. Experience working in an office environment or direct service setting within a non profit organization is a plus. Previous experience as a volunteer is helpful. Ability to perform varied assignments with initiative, judgment and independence as well as ability to contribute as a team member is necessary. Must be at least 18 years old with a High School diploma or GED certificate; some college experience preferred. Bilingual English/Spanish or English/Vietnamese preferred. Priority will be given to qualified applicants that reside in the Main South Neighborhood of Worcester, MA.

Training received:
Applicant will be provided with extensive training from Promise Neighborhoods staff on the initiative.

In addition, Volunteer Center staff will provide applicants with a thorough orientation and training which includes:

• An overview and history of the United Way
• Personal meetings with various departments to learn about specific department functions.
• Thorough training on United Way’s office machines, copiers, telephones, postage machine etc.
• Training on our general computer systems and email system which is used extensively in communications.
• Training on our variety of programs and office systems.
• Inclusion in any general skill building opportunities that are offered to other staff, as appropriate.