



Position Title: Community Engagement Manager
Reports to: Executive Director
Schedule: 38-40 hours/week, Tuesday through Saturday; must work a minimum of 2 Saturdays a month & offset with Mondays

Primary Purposes: 1) Ensure UVHS has a sufficient trained and engaged pool of volunteers to assist staff with daily operation of the shelter, foster care, special projects, events, etc. 2) Provide excellent and responsive service to community partners and other members of our community who wish to engage with UVHS in support of our mission.

Core Priorities:

1. Leadership of Volunteers - Nurture enriching relationships with volunteers by providing a warm, welcoming, and caring experience. Provide on-going guidance to increase safety, cultivate a sense of belonging/community and achievement/esteem. Support and motivate volunteers through feedback and acknowledgement. Establish a predictable schedule for communication to ensure strong connection with UVHS.
2. Volunteer Recruitment and Onboarding - Develop effective strategies to attract and recruit dedicated volunteers who share our passion for animal welfare. Conduct volunteer orientation and training.
3. Foster Care Recruitment, Compliance & Coordination - Ensure that UVHS has a pool of foster homes with valid home inspections in compliance with state regulations for foster care. Work in partnership with the Animal Services Manager and Medical Manager to inform fosters of pets in need of foster placement. Serve as the liaison, as needed, to coordinate pick-up and drop-off of foster pets and supplies.
4. Volunteer-Supported Initiatives - Coordinate volunteers for volunteer-supported initiatives. Examples are collecting UVHS donation cans and supply donations from local businesses, and ensuring that donations of supplies, such as dog food, are logged and put away in a timely manner.
5. Partnership Development & Partner Relations – Expand quantity and quality of community partnerships. Document contacts with partners, hosts, etc.

6. Events & Groups - Respond to and host inquiries for group volunteer projects, school tours including humane education, hosted events, and more. Coordinate partner and third-party events. Ensure sufficient and appropriate volunteer coverage for events, appropriate pets are available and ready to attend, and any supplies needed are gathered and organized. Attend events (most, but not all) to represent the organization.
7. Program Management - Maintain the volunteer database (Volgistics) for recordkeeping of volunteers, including fosters; ensure that volunteers maintain their schedule and record their hours; work with staff as needed for events; track, assess, and report volunteer statistics as needed; maintain and update volunteer handbooks and training.
8. Program Advancement - Advance the UVHS volunteer program and community engagement programs in accordance with the strategic plan. Goals include deploying volunteers in outreach and humane education programs; recruiting volunteer enrichment coordinators; and, developing opportunities for people with disabilities and/or neurodivergence as appropriate.
9. Reporting - Develop reports to demonstrate impact(s) of volunteer and community engagement efforts.

Qualifications:

Knowledge & Experience:

- High school degree (or equivalent) as a minimum requirement.
- Experience in customer service, coaching, or a role where influencing and relationship management was key.
- Strong knowledge of, or eagerness to learn, animal shelter best practices.
- Systems savvy; experience and comfort working with systems to manage work tasks and retention of accurate records.

Key Competencies:

- *Strong Written, Verbal, and Presentation skills:* Ensures messages are professionally developed and delivered in a manner that is appropriate for the setting, environment, and the audience; Recognizes what messages and communication method is best suited to specific situations and audiences.
- *Collaborative Engagement & Relationship Management:* Works effectively with teammates, volunteers, and the public, and knows how to adapt their interaction style/approach to the different constituencies; Recognizes when engagement with others is needed and is proactive in making connections to ensure alignment. Ensures staff and volunteers are aligned through communication and scheduling.

- *Organizational Efficiency & Time Management:* Sets priorities for self and volunteers to ensure the right things get accomplished in a timely manner. Able to establish and manage a reliable process for onboarding, training, and overseeing volunteers.
- *Action Oriented & Responsive:* Responds to inquiries, calls, and emails in a timely manner, recognizing when issues require time-sensitive action.

Physical Requirements: Ability to lift 25 pounds and sit or stand for extended periods

Work Hours: 38-40 hours/week, Tuesday through Saturday; must work a minimum of 2 Saturdays a month and offset with Mondays. The position may require additional weekend and holiday hours, as well as occasional evening hours as needed for events. Specific hours may be flexible in order to accommodate arrival times and days of new employees and volunteers, though must be communicated to the Executive Director in advance.

Acknowledgement: This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Nothing in this position description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

All employment at Upper Valley Humane Society is at-will.

By signing below, I acknowledge that:

1. I have received, read, and understand my position as described in this job description.
2. I have received, read, and understand and agree to abide by what is written in the UVHS Employment Culture document
3. I will support the UVHS mission and policies and represent UVHS with positivity.

Employee Signature

Date

Management Signature

Date