

Job Description

Engagement Manager

Reports to: Director of Engagement

Full Time: 32-40 hours per week

Compensation: \$50-60k

Qualified applicants may send their resume along with a cover letter to wrmemployment@westminsterrescuemission.org

Candidates may be asked to provide a writing sample as part of the interview process.

Benefits:

- **Health Insurance-** Choice of 3 plans with a **55% Employer contribution** toward premium.
- Vision and Dental Insurance
- Holidays: 9 per year - **eligible immediately**
- PTO: 15 days per year for all full-time employees (**30 hours or more**) with a carryover allowance of up to 5 days per year.
- Paid Sick & Safe Leave: 8 days per year for all full-time employees **eligible immediately** with a carryover allowance of up to 8 days per year.
- Retirement Contribution: 2% employer contribution regardless of employee investment (**eligible within 30 days**) Merrill Lynch Simple IRA - **eligible immediately**.

Organization Overview:

Established in 1968, the Westminster Rescue Mission is a community that provides clinical, physical, and spiritual resources to heal the addicted and feed the hungry. The Mission serves Carroll County and surrounding communities through its programs. Check us out: www.westminsterrescuemission.org

Summary:

The Westminster Rescue Mission is a community that provides clinical, physical, and spiritual resources to heal the addicted and feed the hungry. The Engagement Manager is a relationship builder who plays a vital role in overseeing and expanding the Mission's volunteer program, while also building and maintaining strong relationships with three key constituent groups that comprise the majority of our volunteers: local churches, businesses, and community organizations. The

Manager thrives on deepening connections, cultivating and stewarding gifts of service and philanthropic support, and developing engagement opportunities that foster individual and organizational relationships.

Reporting to the Director of Engagement, the Engagement Manager serves as the primary relationship manager for volunteers, local churches, businesses, and community organizations, ensuring their ongoing engagement and satisfaction. S/he cultivates opportunities for mutual benefit and support with each of these core constituencies, including planning cultivation and stewardship events and securing financial support from an established portfolio of key stakeholders. This position requires a dynamic individual with experience in volunteer management, relationship building, event planning, and fundraising.

Responsibilities:

Volunteer program management:

- Oversee the Mission's volunteer program, including recruitment, onboarding, training, and ongoing support for volunteers
- Conduct outreach and engagement activities to promote individual and group volunteer opportunities at the Mission
- Develop and implement targeted recruitment and retention strategies for volunteer groups from local churches, businesses, and organizations.
- Coordinate volunteer training, scheduling, and recognition programs to ensure a positive volunteer experience
- Establish and maintain regular communication channels with volunteers, providing updates, recognizing their contributions, and addressing any concerns
- Develop and implement strategies to ensure volunteer engagement, satisfaction, and retention
- Coordinate volunteer appreciation events, activities, and other initiatives to foster a sense of belonging and commitment

Relationship management with local churches, businesses, and community organizations:

- Expand an established pipeline of volunteers drawn from these three core constituent groups
- Cultivate and maintain relationships with leaders and decision-makers in local churches, businesses, and community organizations to deepen mutual engagement and support
- Act as the main point of contact for these groups, addressing inquiries, providing information, and coordinating partnership activities

- Collaborate with community partners to identify opportunities for collaboration, sponsorships, and joint events or projects
- Represent the Mission at community meetings, events, and networking functions
- Collaborate with internal teams to align volunteer program needs with the interests and resources of the core constituent groups

Fundraising and resource development:

- Identify fundraising opportunities and develop strategies to secure financial support from the core constituent groups that comprise the majority of the Mission's volunteers: churches, businesses, and community organizations
- Cultivate relationships with potential donors within these groups, including exploring sponsorships, grants, and other funding opportunities
- Collaborate with the development team to create compelling proposals, fundraising materials, and donor communications specific to these constituent groups

Data management and reporting:

- Maintain accurate records of volunteer information, engagement activities, fundraising efforts, and event details using appropriate databases or systems
- Track and analyze data to evaluate program effectiveness, identify trends, and make data-driven recommendations
- Prepare regular reports on volunteer program metrics, event outcomes, fundraising progress, and community engagement efforts for internal and external stakeholders

Planning and execution of on-campus events:

- Manage and plan two annual on-campus events that engage our volunteers and core constituent groups of churches, businesses, and local organizations
- Oversee event logistics, budget management, vendor coordination, and participant engagement
- Collaborate with internal departments, volunteers, and stakeholders to ensure successful event execution
- Evaluate event outcomes and collect feedback for continuous improvement

Collaboration and teamwork:

- Collaborate with the marketing and communications team to develop and execute promotional materials, social media campaigns, and public relations efforts targeting volunteers and key constituent groups

- Work closely with program managers and staff to ensure volunteer activities align with the organization's mission and program goals
- Foster a collaborative and positive working environment, supporting cross-functional initiatives and contributing to team meetings and discussions

Qualifications:

- Bachelor's degree in nonprofit management, communications, marketing, or a related field. Relevant experience may be considered in lieu of a degree.
- Proven experience in volunteer management, relationship building, and fundraising within a nonprofit or community organization
- Strong interpersonal and communication skills, with the ability to engage effectively with diverse stakeholders
- Excellent organizational and project management skills, with the ability to prioritize tasks and meet deadlines
- Experience in developing and implementing recruitment and engagement strategies for volunteer programs
- Data-driven decision-maker who is comfortable with analytics and data management
- Knowledge of fundraising principles and experience in donor cultivation and solicitation
- Proficiency in using customer relationship management (CRM) systems, databases, and other technology tools
- Ability to work independently, take initiative, and exercise sound judgment
- Passion for the organization's mission and commitment to building meaningful relationships with volunteers and donors
- Flexibility to work occasional evenings or weekends for meetings and events

Physical Requirements: Standing, sitting, bending, lifting and carrying up to 40 pounds. Primarily indoors/office environment with some outdoor events.

Non-discrimination Statement: Westminster Rescue Mission (WRM) will not discriminate against any employee or applicant for employment because of age, disability, race, color, religion, sex, or national origin. WRM will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin.