



## **BTGCP Volunteer Manager Job Description**

**Job Title: Volunteer Manager**

**Reports to: Executive Director**

**Exempt/Non-Exempt: Exempt**

**Program/Department: Scholars & High School**

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Founded in 1995, Bridge the Gap's (BTG) overarching goal for the past 27 years has been to bring educational equity and opportunity to the youth in Marin City. Today, BTG continues to inspire and support more than 400 students who are primarily youth of color from a variety of ethnic, cultural and religious backgrounds. The organization provides after school enrichment programs for K-12 students, and guides them on their journey from kindergarten all the way to, and through, college and beyond. BTG's programs prioritize academic progress and emotional wellbeing, and strive to equip students with the skills they need to succeed in school and life. In addition to the guidance of BTG's dedicated staff, BTG delivers wrap-around support that involves close collaboration with their schools, families and volunteer tutors.

### **MISSION**

The mission of Bridge the Gap is to provide educational, social and emotional resources to underserved students in Marin City and beyond. BTG's vision is that all students achieve their greatest potential with equitable access, opportunities and choice. BTG's core values and educational philosophy center around the belief that every child deserves the opportunity to succeed in school and pursue a college education:

- Education is the greatest equalizer in closing opportunity and achievement gaps.
- With thoughtful and intensive support, all Marin City students can achieve the bright and successful futures of their dreams.
- Instilling an expectation of college completion throughout all levels of our programming is vitally important.
- Personal connection is a powerful force, and we strive to create close ties between students and their schools, teachers, and tutors.
- Collaborating with community partners leads to a greater collective impact for Marin City youth.

### **POSITION SUMMARY/OVERVIEW**

Manage the recruitment, engagement and retention of volunteers so that students have a positive and impactful learning experience. We also want volunteers to have a rewarding experience, where they feel they are making an impact, are well supported and are appreciated for their contributions. One key focus of this position is to develop strategies to make the volunteer corps more racially, ethnically and linguistically diverse. Part of managing the overall volunteer corps includes managing the "1:1 Tutoring Evening Program" where volunteers and students meet one to one to focus on literacy and other critical educational needs.

## **QUALIFICATIONS**

- **Education**
  - College degree.
  - Coursework in education is preferred.
- **Related Experience**
  - At least 3 years of experience working with diverse populations.
  - At least 3 years of experience working in a non-profit organization.
  - At least 2 years of experience working with volunteers is preferred.
  - Experience working in a school or organization focused on education is preferred.
- **Knowledge, Skills, and Abilities**
  - Very strong skills required in multiple platforms: Salesforce, G Suite, Canva, Docusign, and Slack.
- **Licenses & Certifications**
  - If you do not have CPR/First Aid, we expect you to get certified.
  - Mandated Child Abuse Reporter training.

## **WORK ENVIRONMENT/MINIMUM PHYSICAL REQUIREMENTS**

- You must have the physical, visual, and auditory ability to perform the essential functions of the position/job/role with or without reasonable accommodations.

## **LEADERSHIP COMPETENCIES**

While all competencies are important, the following competencies are critical to the deliver successful outcomes/results in this position:

### **Inclusion**

- Values all people for their unique talents while promoting org-wide the importance of diversity and the significance of being an inclusive organization.

### **Relationships**

- Builds supportive and *collaborative* relationships that enhance BTG's impact on the community we serve.

### **Communication**

- Listens and expresses self effectively to provide a mutual understanding of the needs of the staff, partners, and stakeholders.

### **Developing Others**

- Guides and supports others with tools and feedback to strengthen knowledge, skills, and competencies that build strong organizational performance.

### **Emotional Maturity**

- Demonstrates effective interpersonal skills.

### **Change Management**

- Leads self and others through change by providing direction and guidance to adapt to new opportunities, challenges, and organizational shifts.

### **Self-Development**

- Seeks and utilizes new learning opportunities and resources to build and strengthen staff and personal performance.

### **ESSENTIAL FUNCTIONS**

- Management of evening volunteer/student program - 20%
- Volunteer Recruitment - 20%
- Volunteer Onboarding and Training - 20%
- Volunteer Support & Recognition - 20%
- Collaborate for Organizational Events - 20%

### **MEASURED RESULTS**

- # of volunteers
- # of students being served
- Volunteer satisfaction
- Student & family satisfaction
- % of Volunteer Corps that are people of color
- Teacher satisfaction with volunteers

### **DISCLAIMER**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

### **ACKNOWLEDGEMENT**

**Bridge the Gap is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.**