

56 Erford Rd.

Camp Hill, PA 17011

(717) 737-1100

www.familypromisehcr.org

**Family Promise of Harrisburg Capital Region (FPHCR)**

**Community Engagement Associate**

**Our Organization:**

Family Promise of Harrisburg Capital Region (FPHCR) is a 501(c)3 nonprofit agency that serves families experiencing various degrees of homelessness. We are one of over 200 Family Promise affiliates in 41 states. Over 110,000 volunteers serve in Family Promise affiliates nationwide.

**Job Objective:**

To engage, recruit, train, and maintain positive working relationships with host sites for Family Promise HCR and to support staff and volunteer team to ensure the highest level of service to families near or experiencing homelessness in the Harrisburg, PA local community.

**Accountability:**

Accountable to the Executive Director.

**Responsibilities:**

1. Maintain Positive Volunteer Relationships: (50%)
	1. Engage Affiliate congregations and other groups that want to volunteer; work in tandem with Executive Director to recruit new congregations.
	2. In conjunction with Executive Director and Program Manager, conduct volunteer training and informational sessions for congregations, new volunteers, and new contacts.
	3. In conjunction with Program Manager, interact with volunteer leaders, soliciting feedback regularly and providing information, appreciation, and feedback regularly.
	4. Participate in networking and community events to raise awareness of FPHCR.
2. Volunteer Supervision & Oversight: (30%)
	1. Provide supervision and coordinate the schedules for volunteers.
	2. Recruit and train volunteers that participate at host sites and Day Center.
	3. Delegate new and on-going FPHCR tasks (skills, items, other resources) through volunteers.
	4. Partner with volunteer leaders in recruiting, thanking, and training volunteers.
	5. Create and maintain partnerships with volunteer agencies to fulfill all volunteer roles FPHCR needs.
3. Administrative Responsibilities: (20%)
	1. Rotate on call responsibilities with other staff members for volunteers and families as needed.
	2. Enter and update volunteer contact information into FPConnect as appropriate.
	3. Assist at special events.
	4. Maintain updated volunteer and congregation contact information, clearances, and documentation.
	5. Liaise with FP National and fill out reports about volunteer information.

**Environment:**

This is a highly responsible professional position. Office environment, with some travel within the region. Duties are performed with a high degree of independence with oversight by the Executive Director.

**Minimum Qualifications:**

1. Experience and training within social work or a human service field preferred.
2. Valid driver’s license and clean driving record.
3. Fluent in technical skills related to Microsoft Office, Word, Excel, Outlook, presentation software, CRM database systems (Salesforce preferred), and internet research.
4. Proven professionalism, flexible communication styles, and demonstrated ability to work with individuals from diverse backgrounds required.
5. Must possess good problem-solving skills, and have analytical ability, a positive attitude, maturity, a sense of humor, compassion, and empathy for our guests as well as an ability to relate to individuals from many different racial, ethnic, religious, and class backgrounds.
6. Highly self-motivated.
7. Must be able to pass necessary background checks and child abuse clearances.
8. Must be able to work flexible schedule, including evenings and weekends.

**Education and Experience:**

Bachelor degree in social work or related human services field with 3 or more years of experience working in non-profit and/or managing volunteers preferred.

**Skills Needed:**

1. Management: ability to multi-task, perform work with a high level of speed and success, and manage programs, staff, and volunteers seamlessly.
2. Communication: ability to make presentations to large groups and communicate (both written and oral) effectively.
3. Planning and organization: ability to handle multiple tasks simultaneously.
4. Interpersonal: ability to work effectively with a wide range of people.
5. Leadership: ability to make decisions, solve problems, and delegate tasks.
6. Technology: ability to communicate through e-mail, and use computer programs and office machines.
7. Networking: ability to build relationships and rapport quickly to build mutually beneficial partnerships.
8. Self-starter: ability to create goals and work toward them efficiently without being directed every step along the way.
9. Team player: ability to work with and complement our current FPHCR staff, board, partners, and volunteers.
10. Honesty, integrity, positivity.

**Working Hours:**  20-25 hours per week, salaried position with on-call responsibilities.

**SALARY:**$15,000 - $18,000 annually depending on experience.

To apply, send all of the following documents to director@familypromisehcr.org:

* A cover letter expressing your interest in our organization and how your experience matches our needs/requirements. Please include your availability for further discussion and your preference for contact (email or phone).
* A resume including appropriate work experience, dates of employment, specific applicable training and education.
* Three (3) references, stating the relationship, years known, and contact information (including email and phone).