



## **Literacy Council of Northern Virginia**

The Literacy Council of Northern Virginia (LCNV), a leading adult education non-profit, is seeking a part-time (30 hours per week with benefits) Volunteer and Outreach Coordinator, who will report to the Associate Director of Community Engagement. A nationally recognized leader in beginning-level English language instruction for adults, LCNV is Virginia's oldest and largest adult literacy organization. LCNV teaches English to adults struggling to get by with little to no English-language skills through programs offered at more than 10 different locations throughout the region each semester. LCNV, now 55 years in operation, has a professional staff of 16, serving 1,500 adult learners each year with the help of over 500 LCNV-trained volunteers in over 20,000 hours of service.

LCNV relies heavily on volunteers to advance its mission. Volunteers are trained and supported to teach and support classroom instruction as well as office and outreach initiatives. The Volunteer and Outreach Coordinator provides administrative support to LCNV's volunteer recruitment and training efforts and facilitates volunteer retention. The position is also responsible for coordinating and supporting outreach initiatives that strengthen student recruitment and increase LCNV's visibility in the region. The position requires a car and working some evenings and weekends.

*Specifically, the Volunteer and Outreach Coordinator is responsible for:*

### **Volunteer Administration:**

1. Serve as the organization's primary point person for all prospective volunteers, responding to a high volume of email, phone, and drop-in volunteer inquiries.
2. Maintain up-to-date volunteer electronic records in the organization's database.
3. Track and record office, outreach, assessment and event volunteer service hours.
4. Identify office, special event, and other volunteer needs, recruit to fill those needs, and coordinate and support office, outreach, assessment, and special event volunteers and their schedules.
5. Collaborate with the Academic Department to identify program volunteer needs and recruit volunteers to fill those needs.
6. Keep volunteers engaged and coordinate efforts to enhance volunteer retention.

### **Volunteer Recruitment & Community Outreach:**

1. Promote Volunteer Opportunities through online platforms and the dissemination of volunteer recruitment flyers.
2. Collaborate with Communications Coordinator to prepare volunteer recruitment flyers and to ensure opportunities are present on LCNV Website and social media.
3. Represent LCNV and present volunteer opportunities and responsibilities at orientations and various recruitment fairs.
4. Work closely with the Associate Director of Community Engagement to track and attend (or recruit volunteers to attend) outreach opportunities to secure LCNV's participation at community events that advance LCNV's student and volunteer recruitment efforts.
5. Coordinate and support LCNV Outreach Volunteers (ensuring that promotional materials are present at all appropriate locations throughout the area) and to foster their connectedness to the organization.
6. Prepare, with supervisor's support, talking points and presentations, and, with Communications Coordinator, LCNV collateral and other materials relevant to each outreach opportunity.

**Volunteer Trainings:**

1. Manage and deliver, with supervisor's support, all planning and coordination of volunteer orientations.
2. Manage, with Training Team's support, the logistics of volunteer trainings, including organizing materials, setting up training room and technical equipment, and attending all trainings to provide assistance.
3. Manage volunteer registration, track payments, and update volunteer data.
4. Distribute and collect volunteer surveys, analyze results, and prepare summaries.

**Skills, Qualifications, & Experience:**

1. Proficient in MS Office (particularly Excel, PowerPoint, Word) and online document management systems (e.g. Google Drive).
2. Experience with data management (Salesforce preferred).
3. Highly organized and attentive to detail, capable of multi-tasking and prioritizing.
4. Exceptional public speaking skills, able to deliver presentations and represent LCNV.
5. Self-directed with a willingness to join a collaborative, fast-paced environment.
6. Customer service focused; able to positively and effectively manage different personalities.
7. Ability to adapt to change and respond to unexpected occurrences.
8. Car required to travel and transport materials and refreshments to/from recruitment events.
9. Minimum 2-year degree and 1-2 years of professional experience preferred.

Interested applicants are asked to send a resume and cover letter to Attn: Volunteer & Outreach Coordinator Position, Literacy Council of Northern Virginia, 2855 Annandale Road, Falls Church, VA 22042 or via email to [hr@lcnv.org](mailto:hr@lcnv.org). Position closes on September 1, 2017.

The Literacy Council of Northern Virginia is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability, or any other basis prohibited by law.