



Job Title:	Program Officer – LaunchNW \$21-29/hour DOE (\$43,680-\$60,320/annually)	Reports to:	LaunchNW Executive Director
Department/Division:	LaunchNW Volunteer/Mentor Recruitment and Management	Direct Reports:	None
Status:	Full Time – Nonexempt	Date:	December 2023

Mission:

To ignite generosity that transforms lives and communities.

Vision:

Vibrant and sustainable communities where every person has the opportunity to thrive.

Office Culture Statement:

At Innovia Foundation, we invest in our staff and create an empowering and innovative work environment.

We are passionate about serving our communities.

We trust and treat each other with honesty and respect.

We support, inspire and encourage each other.

We are accountable to ourselves and each other.

We respect our colleagues by being present and having direct and open communication.

We are intentional in our interactions.

We have a deep commitment to equity internally and throughout our region.

We celebrate our successes.

History:

About Innovia Foundation:

Innovia Foundation ignites generosity that transforms lives and communities. We envision vibrant and sustainable communities, where every person has the opportunity to thrive. As the community foundation for Eastern Washington and North Idaho since 1974, we partner with people who want to make our part of the world better.

We believe that generosity is the most powerful source of positive change to achieve our shared goals and values. We partner with generous individuals, families, businesses and organizations

to address our region's most pressing causes and greatest opportunities. We offer innovative products and giving solutions to catalyze greater impact and inspire donors to take a more active approach to philanthropy.

We thoughtfully collaborate with community leaders and stakeholders to build and strengthen relationships, so that our work is more reflective of and relevant to the priorities of our region. We are committed to being present and engaged, learning about community needs and supporting community momentum. We work together to address and solve our region's problems, help those in need, identify and respond to our greatest opportunities, and leave a lasting impact.

Each year, Innovia invests nearly \$10 million into our communities through grants and scholarships.

We welcome you on this journey to improve people's lives and make our world a better place!

Visit www.innovia.org to learn more about Innovia Foundation

About LaunchNW:

LaunchNW is an initiative of Innovia Foundation that challenges our community to come together to ensure children have opportunities and support to access their post-high school education and career of choice.

With a promise scholarship as an incentive, LaunchNW is working with community partners to collaboratively engage and provide wraparound supports for students and families. We are uniting businesses, educational entities, nonprofits, government and communities behind this vision and expectation. A disruption to business as usual, LaunchNW is a transformational investment in the future of our region.

Visit www.LaunchNW.org for more information.

Position Summary:

LaunchNW seeks a Program Officer to oversee and manage volunteer/mentor recruitment. The successful candidate will be a strong relationship builder and spokesperson for LaunchNW who seeks out opportunities to grow the base of community support, via partnerships with nonprofit organizations, faith organizations, community groups and others, where they can engage their constituents as volunteers, donors and advocates of Innovia's mission and the LaunchNW initiative.

This position is responsible for advancing the mission of Innovia and the LaunchNW initiative through effective volunteer engagement, strategic partnership development, advocacy and public awareness. This position leverages multiple engagement strategies to support organizational priorities related to volunteer engagement, public relations and youth development, including, and most importantly, recruiting enough qualified volunteers and mentors to meet our core program goals.

The successful candidate will develop program recommendations and advance goals specific to increasing the quantity of qualified mentors and volunteers throughout the region.

This position will work with existing nonprofit organizations, mentoring programs and volunteer recruitment campaigns on best practices to recruit, train, support and manage volunteers and mentors.

Responsibilities:

Mentor/Volunteer Recruitment:

- Support the strategic goal of securing enough quality volunteers and mentors to support LaunchNW organizational priorities.
- Provide strategic guidance to subgrantees seeking to raise volunteer and mentor recruitment and retention.
- Develop and direct the overall volunteer/mentor recruitment strategy. This could include:
 - Strategic partnership development with nonprofit organizations, businesses, associations, faith organizations and community coalitions.
 - Coordinate tabling and engagement at corporate events, volunteer fairs and community gatherings.
 - Oversee community volunteer and mentor recruitment/public awareness campaign
 - Create a plan for outreach and recruitment activities to reach potential volunteers and mentors.

Mentor/Volunteer Management:

1. Mentor/Volunteer Screening, Orientation and Training

- Review mentor/volunteer applications and schedule intake interviews in a timely manner.
- Schedule and conduct mentor orientations.
- Conduct background and reference checks for candidates, as needed.
- Support the strategic goal of ensuring LaunchNW has qualified mentors and volunteers and a safe, high quality program experience that reflects the best and promising practices from the field.
- Direct training of volunteers before and during their volunteer experience.
- Review training content and work to continuously improve training offerings, so they are relevant and contribute to prepared and effective mentorship.
- Perform scheduling, presentation development, editing of communications and meeting logistics.

2. Community Outreach & Engagement

- Manage community outreach initiatives to increase awareness of and foster support for Innovia's mission and the LaunchNW initiative.
- Build partnerships with businesses and community organizations to advance outreach and community engagement goals.
- Key contributor to the development and implementation of a corporate partnership strategy for LaunchNW.
- Support social media efforts to increase awareness of and engagement with Innovia's mission and the LaunchNW initiative.

Program Development & Management:

- Manage an intake system that brings volunteers and mentors in with tailored screening tools.
- Develop a system to manage the curriculum and training requirements for each volunteer and mentor.
- Work with existing in-person mentoring programs and local nonprofit organizations to match mentors and volunteers with program needs.
- Develop a system to track, support and enhance the mentoring relationships within our network.
- Create and implement a plan for buy-in around mentor and volunteer management tool.
- Develop, in collaboration with LaunchNW, evaluation criteria and metrics to assess the reach, short-term outcomes and long-term impact of funded mentoring programs.
- Present periodic assessments and reports to the LaunchNW and Innovia teams.
- Perform SharePoint document storage maintenance, cleanup and organization.
- Conduct ongoing process improvement and evaluation, with an emphasis on effectiveness and efficiency.
- Support LaunchNW communications through Pardot within Salesforce system.
- Provide general support of strategic direction of Innovia.
- Provide exceptional customer service, both internally and externally.

Scope of Work:

- Work with LaunchNW task forces to establish needs for volunteers and mentors as an implementation strategy.
- Build capacity among partners to operate high-quality volunteer/mentor programs.
- Lead the LaunchNW Mentor and Volunteer Recruitment Campaign and Public Awareness Campaign.

Position Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The following qualifications are requirements for the position:

- 5 years of nonprofit experience, preferably in volunteer management, or the equivalent.
- Experience managing large-scale (50-200+ people) efforts and events.
- Experience representing an organization with stakeholders and potential stakeholders.
- Exceptional communication and interpersonal skills with a variety of audiences, while maintaining a pleasant and engaging demeanor.
- Highly organized, with experience independently setting priorities, creating calendars, following through on inbound inquiries and thinking strategically.

The following qualifications are highly desirable:

- Bachelor's degree in nonprofit or volunteer management or work experience equivalency.

- Volunteer data management experience, including program report creation and analytics.

Skills/Abilities:

- Strong computer/technology skills
- Expert user in Excel and experience utilizing Microsoft Office Suite (Word, Outlook, PowerPoint)
- Strong interpersonal and relationship building skills, with customer service orientation to serve staff, board members, donors, vendors, grantees and other constituent groups
- Strong organizational skills that reflect ability to streamline, perform and prioritize multiple tasks, with a critical eye for detail.
- Excellent written and verbal communication skills
- Capable of high-quality performance and meeting deadlines in a quick-moving work environment
- Resourceful team player, with the ability to also be effective independently
- Excellent project management skills
- Ability to collect, interpret and report on data in consultation with Innovia staff
- Ability to identify and implement solutions for improvement
- Interest in becoming a Certified Salesforce Administrator and Certified Platform App Builder
- Strong program development and project management experience required
- Ability to handle confidential, proprietary and sensitive information requiring judgment and discretion
- Self-directed with excellent organizational skills, creativity and ability to manage and balance multiple tasks and priorities to drive projects in a motivated, results-oriented way
- Demonstrated ability to interact respectfully, forge strong relationships, and work collaboratively with people of diverse backgrounds, perspectives, styles and cultures, within both private and public sectors
- Ability to attend and participate in activities outside core business hours (early morning, evening, occasional weekends)

Physical Abilities:

- Primary functions require sufficient physical ability and mobility to:
 - Sit for prolonged periods of time
 - Walk and climb stairs
 - Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard
 - Utilize verbal and written communication to exchange information
 - Clearly see 20+ feet, with or without corrective lenses and differentiate between colors
 - Occasionally stand, stoop, bend, kneel, crouch, reach, and twist
 - Lift, carry, push, and/or pull up to 20 pounds

Mental & Other Skills/Abilities:

- **Adaptability:** ability to adapt to changes, delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- **Interpersonal Skills:** ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations.
- **Teamwork:** balance team and individual responsibilities; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interest; support everyone's efforts to succeed.
- **Judgment:** ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
- **Language Ability:** ability to read and write reports, business correspondence, and procedure manuals; ability to effectively present information and respond to questions from management, staff, clients, community partners, and the general public.
- **Mathematical Ability:** ability to work with mathematical concepts, such as probability and statistical inference; ability to apply accounting principles.
- **Problem Solving Ability:** ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems, when necessary; ability to transfer learning from past experiences to new experiences of similar nature.
- **Analytical:** synthesize complex or diverse information; collect and research data; use intuition and experience to complement data; design workflows and procedures.
- **Quality Management:** ability to complete duties, on time and with precision; ability to edit the accuracy and thoroughness of one's work, as well as the work of others; ability to constructively apply feedback to improve performance; ability to generate ideas to improve and promote quality in work.
- **Reasoning Ability:** ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to work through problems involving multiple variables.
- **Dependability:** take responsibility for own actions; keep commitments; commit to long hours of work, when necessary, to reach goals; complete tasks on time or notify appropriate person with an alternate plan.
- **Trainability:** willing to be trained by Salesforce to manage the workflow of LaunchNW and willing to troubleshoot problems that arise. In addition, willing to share knowledge of the system, once trained.

Work Environment:

The employee is exposed to typical office environment conditions and noise levels.

To apply, please submit a cover letter and resume to Lauren Autrey, CFOO via email at lautrey@innovia.org or via mail at 818 W. Riverside Ave., Ste. 650 Spokane, WA 99201