

Volunteer Services Assistant JOB DESCRIPTION

Organization Overview:

Horizons for Youth is a community committed to helping students K-College of all academic abilities recognize and achieve their full potential. In partnership with dedicated families, we provide need-based scholarships, one-on-one mentoring, one-on-one tutoring, enrichment programs, special education and social-emotional supports.

Position Overview:

The Volunteer Services Assistant supports the Manager of Volunteer Engagement in the recruitment and onboarding of volunteer mentors and tutors. This role will be responsible for managing communication and scheduling for prospective volunteers as they move through initial onboarding steps. The Volunteer Services Assistant will also oversee the operation of the Horizons for Youth Virtual Tutoring Center- supporting tutor & student matches, opening and closing the center, tracking attendance, and manage systems and operations. The Tutoring Center Manager will report directly to the Manager of Volunteer Engagement.

The Volunteer Services Assistant must possess the following: considerable organization skills, attention to detail, time management skills, communication skills, personal initiative, problem solving skills, interpersonal skills and sensitivity. This position is part-time, 25 hours/week, 4 days/week (Mon-Thurs) and evenings are required. Applicants must be 18 years of age or older and a background check is required.

Requirements:

- Reliable evening availability (3:00PM – 7:00PM, Monday-Thursday).
- Successful experience using online software and/or eagerness to learn and expand
 - Google suite (docs, spreadsheets, forms), Zoom, Remind, Canva, Salesforce
- Proven ability to multitask and provide attention to detail
- Proven ability to work independently, be a self-starter, and problem-solver

Roles & Responsibilities:

Volunteer Recruitment & Communication

- Manage the volunteer@horizons-for-youth.org email account to respond to and track inquiries for volunteer opportunities
- Maintain volunteer opportunity postings on VolunteerMatch to best attract and recruit potential volunteers
- Facilitate individual information interviews to communicate volunteer opportunities and requirements and assess candidate fit with program.
- Manage Volunteer Services Calendly account and assist in scheduling necessary onboarding steps for prospective volunteers including Volunteer Info Sessions, Handbook Review Meetings, and Mentoring Meet & Greets
- Consistently communicate with prospective volunteers, students, parents and HFY at the completion of onboarding milestones
- Record volunteer onboarding progress in relevant documents and databases

Virtual Tutoring Center Management

- Track attendance of tutors and students each day in Attendance Worksheet.
 - Scheduling communication
 - Reminder texts/emails
 - Unexcused absence communication and attendance warning emails
- Update and manage the tutor contact sheet



- Create & update virtual center training content and distribute to all tutors.
- Create monthly tutoring progress reports and email to all tutors
- Manage and monitor the tutoring incentive points tracker and related communication
 - Make purchases and delivery of incentive prizes
 - Maintain and monitor budget
 - Submit associated paperwork
- Support with Zoom and/or IXL troubleshooting in the virtual tutoring center
- Introducing new tutor/ student matches throughout the year.
 - Match and coordinate tutor with student schedules
 - New match email communication with parent & tutor
 - New match orientations
- Assist Manager of Volunteer Engagement with new tutor orientation & training
- Answer questions from students, tutors, and parents.
- Collaborate weekly with Manager of Volunteer Engagement and Director of Academic Support Services to review, refine, polish tutoring management policies and procedures
- Collaborate with Manager of Volunteer Engagement on any projects that can be completed while managing the Tutoring Center.
- Brainstorm and pitch various projects that could benefit Horizons for Youth in some way to the Manager of Volunteer Engagement.

Please email a resume and cover letter to Emma Mitchell at emma@horizons-for-youth.org.

Equal Opportunity Statement

Horizons for Youth is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. Horizons for Youth does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. Horizons for Youth is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.