



# Cape Ann Animal Aid

Christopher Cutler Rich  
ANIMAL SHELTER

## Outreach Coordinator

### Job Description

The Outreach Coordinator is a full-time salary position, responsible for direct volunteer management and community outreach via the coordination of assigned programs and projects related to Cape Ann Animal Aid's (CAAA) outreach, volunteer program, and fundraising endeavors. This position reports directly to the Director of Development and works closely with other CAAA staff and Board of Directors as needed.

### DIRECT VOLUNTEER COORDINATION

Recruitment, Training, Supervision and Management

- Responsible for general maintenance and coordination of volunteer program, including:
  - Planning and scheduling volunteer recruitment opportunities
  - Reviewing and revising volunteer job descriptions, application, interview process, waivers, and associated agreement/training materials on a regular basis
  - Scheduling and implementing regular orientations for new volunteers
  - Providing and tracking both initial and ongoing training for volunteers, and following up on training as necessary
  - Maintaining volunteer schedule and providing feedback regularly to ensure program requirements are met
- Oversee and coordinate students participating in internship programs
- Responsible for supporting foster volunteers, including:
  - Approving foster applications and providing onboarding support
  - Providing regular foster orientations and training
  - Supporting Foster Coordinator in day to day communications with fosters
- Responsible for volunteer recognition/appreciation, performance evaluations, providing advancement opportunities, and performing exit meetings as needed
- Actively participate in the volunteer work; spend time in animal care areas working alongside volunteers on a regular basis to maintain channels of communication and facilitate relationship between volunteers and staff

### Communications

- Responsible for updating volunteers on shelter news and training/educational opportunities via volunteer management software, organizational email, monthly 'Volunteer Scoop' e-newsletter, and volunteer Facebook group
- Responsible for acknowledgement of volunteer milestones: volunteer time anniversaries, exemplary service, birthdays, expressions of sympathy or get well wishes
- Encourage positive relationship dynamics between staff and volunteers; develop team building opportunities and function as conflict resolution manager should issues arise

## Database & Record Keeping

- Maintain volunteer database via Volgisitcs and other management software as needed: contact information, volunteer waivers, applications and agreements
- Maintain a regular volunteer schedule/calendar and provide monthly status reports: measurable assets of program

## **COMMUNITY OUTREACH, EDUCATION & COMMUNICATIONS**

### Activities, Events, and Programs

- Implement, track and schedule shelter based “Drop In” community activities
- Responsible for scheduling, tracking, volunteer recruitment/training/management for, execution of, and, when necessary, participating in various outreach activities/events including but not limited to:
  - Visits to local schools, nursing homes, and other community groups
  - Shelter tours for community groups
  - In-shelter and off-site adoption and/or meet and greet events, festivals and fairs
  - Youth Programs, clubs, and activities
- Assist with planning, volunteer recruitment/training/management, and execution of annual Rescue Reunion
- Assist with planning, volunteer recruitment/training/management, and execution of larger fundraising events, including the annual Winter Ball (winter fundraising gala)

## Database & Record Keeping

- Maintain community outreach database and calendar for tracking program activities, provide monthly status reports: measurable assets of program
- Meet quarterly targets of the program as directed: areas serviced, audience stats, number of events, etc.

## **OTHER DUTIES**

- Greet and educate visitors, assist with animal interactions, surrenders, and donations as requested
- Assist with basic cleaning as requested to ensure tidy environment for visitors
- Attend seminars, webinars, and conferences as requested, willing and eager to continue learning new skills as related to job performance and related programs
- Perform other duties as requested by management

## **REQUIRED SKILLS**

- This position requires a love of people and pets.
- This position requires a willingness to learn or familiarity with navigating social media platforms, Google Suite, cloud based databases and graphic design tools.
- Strong motivational and problem solving skills, attention to detail, oral and written communication skills, management skills and interpersonal skills required.
- Candidates must have effective presentation and public speaking skills and the ability to work well under pressure while modeling professionalism to staff and volunteers.
- Candidates must be in good physical and mental health with no allergic conditions that might be aggravated by exposure to animals.

- This is a full-time salaried position requiring flexibility periodically requiring early morning, evening, holiday or weekend work.
- Candidates must comply with the current CAAA Employee Policy Manual.
- This position requires frequent contact with the public in a fast-paced and changing work environment, which may at times be stressful.

Salary: \$40,000 health & dental insurance, paid leave & sick time, low-cost veterinary care, and 401K

**Email Cover Letter and Resume to [jyoung@capeannanimalaid.org](mailto:jyoung@capeannanimalaid.org)**