



## Job Description

**Program:** A Child's Haven (ACH)                      **Job Title:** Development/Communications Specialist  
**Reports to:** Development/Communications Dir.    **Department:** Development  
**Status:** Non-Exempt                                      **Date:** Nov. 2018  
**Salary:** \$33,000-\$40,000

SUBMIT Letter of Interest, resume and A Child's Haven application to [hr@achildshaven.org](mailto:hr@achildshaven.org)

**Background:** ACH treats children with developmental delays as a result of limited resources, abuse or neglect and provides support and education for their families.

### A Child's Haven Guiding Principles – We value:

- o **Children and families** and believe that they deserve a staff, board, and community dedicated to helping them succeed.
- o **Financial sustainability** and believe that we should be responsible stewards of our resources.
- o **Our employees** and believe that their teamwork, commitment, and passion are essential to creating a positive environment where the children and organization thrive.
- o **Measurable outcomes** and believe that they allow us to evaluate the effectiveness of our services
- o **Integrity** and believe it is the basis of a trusting relationship with our children, families, and community
- o **Community relationships** and believe that fulfilling our mission is dependent on the goodwill and support of individuals, organizations, and our community at large.

**GENERAL DESCRIPTION:** The Development/Communications Specialist manages the relationship between A Child's Haven and the community we serve, cultivates new relationships and identifies financial and volunteer opportunities for A Child's Haven. This position's responsibilities include but are not limited to: volunteer coordination, event planning, project management, fund development, graphic layout and design, website and social media management, and public relations.

### **ESSENTIAL FUNCTIONS:**

1. Assists development department with fundraising activities to include events, leading silent auction efforts, researching grant prospects and deadlines, and being cognizant of volunteers who could be donor prospects or who might be able to connect make other types of connections for ACH.
2. Maintains ACH Website and Social Network Accounts with timely, strategic content that includes upcoming ACH events, program information, partner highlights, volunteer opportunities, family profiles, etc. while finding creative ways to demonstrate ACH's connections to partners and supporters in all communications.
3. Makes public appearances and gives presentations representing A Child's Haven. Is available for all resource fairs and opportunities to promote A Child's Haven within the community. Plans and coordinates annual volunteer appreciation/community resource activities/events.
4. Creates monthly agency newsletter, to be distributed via email, and updates newsletter email distribution list from donor software program as needed.
5. Leads United Way Campaign and Haven Heroes Council: monthly meetings, organization, communication, etc.
6. Assesses volunteer needs and partners with Development Director and Clinical Department and recruits accordingly to ensure all agency volunteer needs are met. Distributes volunteer applications to appropriate department leaders.

7. Educates staff on volunteer process and assists with volunteer training and techniques for supervising volunteers. Serves as liaison between volunteers and program staff. Recognizes staff for their work with volunteers on a yearly basis. Advocates the volunteer perspective.
8. Manages the volunteer database and roster. Updates volunteer handbook and policies and procedures manual when needed.
9. Manages group volunteer activities including but not limited to: scheduling, registration, planning, preparation and gathering of materials/supplies needed for group volunteer project. Group volunteer projects are often on Saturdays.
10. Ensures all regulatory requirements by DHHS and CARF, as related to volunteers, are maintained and performed in timely manner.
11. Performs special projects and other duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### **EDUCATION AND EXPERIENCE:**

- High School Diploma or equivalent required
- Bachelor's Degree preferred
- Certification in Volunteer Administration preferred
- 1-2 years' experience with event planning, and/or working with volunteers

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Excellent computer skills including Microsoft Office proficiency, digital layout and design, and social media across all major platforms.
- Strong descriptive, narrative and persuasive writing skills.
- Creativity and problem solving.
- Competencies: communication, public relations, event planning, fund development, relationship management, writing for nonprofit volunteer coordination, social media.

#### **SPECIAL POSITION REQUIREMENTS**

- Understands the requirement of confidentiality with regard to ACH families and staff and at all times maintains a respectful and professional demeanor in their public dealings.
- Adheres to federal HIPAA requirements.
- Driving personal vehicle required
- Must pass all required background checks.
- Occasional evening or weekend work.

#### **ESSENTIAL PHYSICAL SKILLS:**

- Must be able to work in a stationary position greater than 50% of the time;
- Needs to move about inside office to access file cabinets, office machines, etc.
- May need to lift up to 20 pounds of office supplies occasionally
- Constantly communicates with visitors, and staff
- While performing the duties on position, the EE is regularly required to talk or hear. Specific vision abilities required by this job include close vision, and ability to adjust focus.

#### **ENVIRONMENTAL CONDITIONS:**

- Office
- Classrooms
- Travel to and from community partners and ACH events

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.