



**Young Women's Resource Center
818 5th Ave Des Moines, IA 50309**

Position Title: Community Outreach Manager
Supervisor: Senior Communications Director
Job Status: Full-Time, Non-Exempt
Salary: \$44,000- \$52,000 annually
Hours: 40 hours per week; flexible schedule with some evenings and weekends
To Apply: **Submit cover letter and resume to ywrc@ywrc.org**

Summary of Position:

The Community Outreach Manager is responsible for **driving vision and purpose** by leading community **engagement** activities; such as public speaking and participating in community partner events; coordinating agency events; recruiting and managing volunteers; and overseeing the YWRC's resource closets. This individual will **value differences**; be impact and **participant focused**, **instill trust** in employees, volunteers, and community members; demonstrate exceptional **collaboration** and interpersonal skills; exhibit critical thinking and **decision-making skills**; and be an **effective communicator**. This position requires strong initiative, **situational adaptability**, and the ability to work well with teams to **ensure accountability**.

Organizational Summary:

The Young Women's Resource Center (YWRC) is a non-profit organization that supports, educates, and advocates for participants ages 10-24. It is the mission of the YWRC to empower participants to be strong, self-confident, and resilient. YWRC participants include anyone who identifies or has been socialized as female. Through small groups and individual support, the YWRC provides programming for all participants, no matter what they may be going through. The YWRC's unique structure features three branches of services, Counseling, Empowerment, and Young Moms, to better serve the members of our community throughout various stages of life. YWRC values equity, resiliency, accessibility, community, and advocacy.

The YWRC is an agency that serves and celebrates participants with a diverse range of identities including race, culture, ethnicity, class, religion, physical ability, gender identity, and sexual orientation. The YWRC strives to build, maintain, and support a staff that reflects that diversity. The YWRC strongly encourages members of traditionally underrepresented communities to apply, including people of color, LGBTQ+ people, gender-nonconforming people, individuals with disabilities, veterans, and people who speak a language in addition to English.



Essential Job Functions:

Community Outreach

- Create and implement annual outreach plan as part of the cohesive external affairs plan.
- Coordinate and execute all outreach activities of YWRC staff, including public speaking engagements, facility tours, and presence at community events.
- Develop and implement plan for community award nominations of YWRC affiliates.
- Keep accurate records of all presentations and outreach efforts.

Events Coordination

- **Collaborate** with the development team to plan and execute fundraising events, including the YWRC Empower Gala, Celebrity Servers Night, PCWA Basket Auction, and other related events.
- **Collaborate** with program and leadership teams to plan and execute participant and staff events.
- **Build** and coordinate **effective teams** of event personnel including staff, vendors, artists, volunteers, donors, and committee members.
- Assist with event donation data entry and recognition.
- Facilitate and record Gala Committee Meetings and minutes.

Volunteer & Resource Closet Coordination

- **Collaborate** with YWRC staff to identify volunteer needs.
- Recruit, train, and supervise volunteers in roles that match their skillset and passion.
- Manage volunteer database, tracking, and reporting functions.
- Solicit, secure, accept, and process in-kind donations, including inventory for resource closets, meals for program participants, and supply donation drives.
- Develop and implement systems to **effectively communicate** with and schedule volunteers.
- Maintain **effective communication** with community partners and postings to volunteer boards about YWRC volunteer needs.
- Attend volunteer fairs and events as appropriate.
- Utilize appropriate resource closet inventory management practices and maintain compliance with requirements associated with resource closet suppliers.

Experience, Knowledge, Skills, and Abilities:

Required:

- Philosophical agreement with YWRC's mission, goals, values, and knowledge of gender issues.
- Associates degree or equivalent relevant experience.
- Two or more years' experience in volunteer and event management roles.
- One-year experience managing, collaborating, or leading a group of individuals.
- Ability to collaborate effectively with volunteers, donors, and community members.
- Demonstrated ability to multitask.
- Strong problem solver.
- Discretion and ability to maintain confidentiality.
- Excellent interpersonal, communication, and relationship building skills.



- Strong organizational skills.
- Excellent spelling and grammar.
- Flexible with demonstrated ability to adapt to change.
- Pass all required criminal history background checks.
- Maintain a valid driver's license and auto insurance.
- Adherence to our Guiding Principles, Mission, Core Competencies, and Confidentiality Policy.

Preferred:

- Knowledge of CRM's.
- Ability to speak a language in addition to English.
- Experience in trauma responsive care or trauma informed care.

Behavioral Expectations/Accountabilities:

- Place the individuals we serve and the quality of our service first.
- Support YWRC's mission, vision, and values. Demonstrate confidence in YWRC throughout the community.
- Insist on excellence. Be accountable to one another. Be on time. Meet deadlines.
- Maintain the highest standards of honesty, integrity, and communication. Assume positive intent.
- Set a good example. Maintain a positive attitude, be proactive, take ownership, and be accountable for your actions.
- Treat others with respect and dignity; valuing differences and demonstrating cultural competency. Embrace diversity and inclusion throughout the organization including co-workers, volunteers, clients, board members, and vendors.
- Participate. Tactfully and constructively share your thoughts and ideas.
- Take initiative. Go above and beyond. Look for ways to add value.
- Build group cohesiveness and pride through teamwork. Give ideas a hearing. Look for what's right instead of concentrating on what's wrong. When interpersonal issues arise talk directly to the individual. Do not discuss it with everyone else and spread discontent. Know when and how to apologize when something goes wrong. Focus on solutions, not blame.
- Maintain clear client boundaries around intimate relationships, the pursuit of personal benefit, emotional and dependency needs, altruistic gestures, and responses to unanticipated circumstances in order to ensure professional integrity.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.



- Ability to sit and move around the work area.
- Finger dexterity.
- Repetitive motion of wrists, hands, and/or fingers.
- Lift, carry, push, pull, or otherwise move objects up to 25 lbs.
- Close vision to read computer screen and documents.
- Speech and hearing to communicate with co-workers, clients, volunteers, board members and vendors.
- Ability to drive a vehicle/ provide proof of driver's license and vehicle insurance.
- Dependable attendance required – must be reliable and punctual.

Environmental Concerns:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- YWRC is a tobacco-free building.
- Work is in an office environment.
- The noise level is usually moderate.
- Infrequent overnight travel may be required.