

Organizational Overview

Currently in Massachusetts, two thirds of children from low-income families enter kindergarten without the literacy skills they need to succeed. [Raising A Reader MA](#) (RAR-MA) directly addresses this need by providing the books and family education to ensure all children enter kindergarten with a foundation for success. Founded in 2006, RAR-MA annually serves approximately 7,500 children. Over the next few years, RAR-MA plans to deepen its impact in Massachusetts. We are seeking an experienced bilingual volunteer coordinator with a passion for our mission and expertise in community organizing to expand family representation, increase family engagement, and elevate family voices.

COMMUNITY AMBASSADOR COORDINATOR

REPORTS TO: Senior Program Manager

START DATE: November 2021

Diversity, Equity and Inclusion Statement

Diversity is at the core of our Mission, Vision, and Values. We are an inclusive organization, at all levels. To us, this signifies a commitment to being a workplace that fully embraces and reflects the different cultures, backgrounds, and viewpoints of our team and the community groups we serve. We seek qualified candidates who hold these values and help us to continue to recognize and celebrate the diversity among us, our community, and the world. RAR-MA is an equal opportunity employer. We seek to broaden our team to reflect that strength, and we encourage individuals of all backgrounds to apply for this position.

Position Summary

At RAR-MA, we believe families and caregivers are the leaders in growing their child's reading habits. For this reason, we created the Community Ambassador (CA) program to elevate the community voice and ensure our programming reaches families at their level of comfort. Community Ambassadors are a strong group of dedicated and talented parent, caregiver, and community volunteers who value early childhood literacy and believe in the mission of RAR-MA.

We are looking for a CA Coordinator that will lead our incredible group of volunteers who support RAR-MA programming across all the communities in which we work. The CA Coordinator is responsible for recruiting and maintaining relationships with current and future volunteers, coordinating and/or facilitating ongoing professional development opportunities, serving as a liaison with program staff for program initiatives/projects including grant deliverables, and ensuring that the growth of the CA program aligns with organizational goals.

The CA Coordinator will be managed by a Senior Program Manager and collaborate with all program team staff. This position is ideal for someone that is passionate about empowering families in early literacy skills and building relationships with diverse members of the communities in which we work. We particularly encourage candidates to apply that have shared life experiences representative of the Massachusetts Gateway cities which are the focus of RAR-MA.

Key Responsibilities:

Manage the Community Ambassador Program: Recruit, onboard, and provide ongoing support to CAs. Develop sustainable recruitment and retention strategies for the CA Program. Support efforts to create a more diverse and inclusive organizational culture by making sure the voice of caregivers is taken into account in decisions that impact families in the communities in which we work.

Guide strategic growth and sustainability: Use metrics to report on progress and achievements. Track volunteers and volunteer activities. Document policies and processes by creating handbooks, training manuals, and other program materials. Collaborate with program/evaluation staff to ensure that the CA program is measured effectively and reaches agreed performance metrics. Support the Grants Manager as needed to understand the impact of the CA program.

Elevate the voice and skill set of Community Ambassadors: Contribute to RAR-MA's program design and delivery ensuring CAs' skills and networks are valued and utilized to achieve organizational goals. Support the development of the CAs and provide training and mentorship opportunities volunteers in Dialogic Reading, outreach strategies, and facilitation skills. This includes planning and facilitating [monthly/quarterly] CA meetings to strengthen engagement. Identify partnership opportunities with community organizations to expand capacity for professional development, CA-led initiatives, and networking opportunities.

Build strong relationships between CAs and the program team: Be the main point of contact between the CA Program and the program team to identify projects and delegate activities based on CAs' expertise and organizational needs.

Build program awareness and diversify/deepen family-facing communications: Support RAR-MA's evolving online presence and content by working with Ambassadors to ensure external resources are targeting the needs in the community to help families better support children birth to age six. This may include supporting creation or direction of resources on our social media platforms, family resource page, or partner portal as needed and appropriate. Promote consistent messaging for the CA program and awareness among internal and external stakeholders.

Skills and Talents

- You are passionate about the RAR-MA's mission and have a strong commitment to improving the lives of young children and families.
- You are committed to advance Diversity, Equity, and Inclusion in the workplace and community.
- You have a compassionate and respectful communication style and practice cultural humility.
- You have excellent interpersonal communication skills, including experience with group facilitation and public speaking.
- You can inspire, motivate and encourage others to achieve a shared mission and goal.
- You are an experienced volunteer coordinator who is excited about engaging with volunteers from diverse backgrounds and supporting their growth and leadership.
- You are enthusiastic about helping others and have the skills needed to mentor and/or train a diverse set of volunteers and ensure all CAs are valued members of the team.
- You are comfortable with technology, such as Office 365, GSuite, and Canva and are willing to teach others. Experience with Salesforce or another database platform is a plus.
- You are willing to work effectively as a member of a team and to participate in activities that will contribute to the organization's overall success.
- You are a self-starter with a demonstrated ability to work autonomously and effectively without close supervision, yet have the judgement to ask for help when needed.
- You are outgoing and build relationships with ease.
- You recognize the nuances of interpersonal dynamics and are comfortable managing differing opinions and strong personalities.

Required:

- Bilingual in English and one other language- preferably a language prevalent in communities we serve
- At least 2 years of experience in volunteer coordination or equivalent experience
- Car and valid driver's license

This position is full-time, based in Boston MA with an annual salary of \$47,500.00 commensurate with experience. Work can be flexible to allow for office time and remote work, while recognizing that certain events, times, and needs will influence the exact schedule. RAR-MA offers a competitive benefits package, including holiday, sick, vacation and personal paid time, health, dental, and life insurance, and a flexible, collaborative environment as part of the overall compensation considerations.

Note: Vaccination is a condition of employment. RAR-MA has a vaccination policy that was created based on the information available from the CDC and local authorities as of 09/01/2021. We understand that information is evolving daily, and we reserve the right to amend and/or update the policy based on updated guidance from the CDC, local authorities, and/or business needs.



To apply: Please send a resume and cover letter describing how your skill set and experience meet the qualifications of the position and including how you heard about this opportunity, both in PDF format. Please include the email subject, “Community Ambassador Coordinator application” to careers@raisingareaderma.org

Applications will be accepted until the position is filled. RAR-MA staff will begin reviewing applications upon receipt.