



## Volunteer Coordinator

**Youth Enrichment Services Inc. (YES)** is a \$1.8M non-profit corporation headquartered in Boston whose mission is to inspire youth through outdoor experiences and leadership opportunities that build confidence and prepare them to summit life's challenges. Founded in 1968, YES provides opportunities to develop self-confidence and leadership skills through participation in outdoor activities such as skiing, snowboarding, hiking, biking, track & field, etc. 1,500 youth, ages 6-18, participate in year-round programs: Operation Snowsports, Outdoor Adventure, and YES Academy. Volunteers help staff the programs, an average of 150 people per year. Go to [www.yeskids.org](http://www.yeskids.org) for more information about YES.

### **About the Position**

The Volunteer Coordinator is responsible for the overall support of the 150+ volunteers that are active in YES year-round programs, as well as leading inclusive recruitment, training & professional development, and onboarding efforts. This is a full-time, in-person position. Directly supervised by the Outdoor Experiential Learning Manager.

### **Responsibilities**

- Be an ambassador for YES and invite potential volunteers to join our mission, fulfill our vision and live our values
- Oversee outreach, recruitment, screening, orientation & onboarding, training, and ongoing supervision of all volunteers
- Commit to Diversity, Equity, Inclusion & Belonging (DEIB) principles to grow diversity of volunteers and oversee Volunteer Equity Committee (VEC)
- Develop and execute a year-round volunteer recruitment, training, and retention plan with the Program Manager that aligns with the YES Strategic Plan and Racial Equity Plan
- Create an inclusive onboarding process and training program that builds community and promotes youth development best practices
- Connect and prepare volunteers for meaningful coaching opportunities with youth ages 6-18
- Engage in a continuous quality improvement process with YES staff and leadership to communicate feedback, success, and challenges of the volunteer program
- Celebrate volunteer accomplishments through both formal and informal channels (ie. events, awards, recognition milestones, etc.)
- Work with Operations team and YES Academy Managers to curate meaningful trainings and experiences between Leadership Corps (high school students) and adult volunteers during Operation Snow Sports
- Collaborate with staff and partners to provide learning and professional opportunities to volunteers around outdoor experiential education, youth development, and YES specific activities (biking, rock climbing, padding, and snow sports)
- Organize a regular schedule of communication to volunteers through email, Slack, newsletters, and other tools to ensure volunteers remain connected and are aware of all opportunities to participate at YES
- Provide periodic evaluations to volunteers

- Responsible for ensuring the timely collection, entry, reporting, and auditing of volunteer-related data, including detailing outreach and recruitment efforts, volunteer hours, and satisfaction surveys
- Support Activity Captains and volunteers during scheduled programs
- Understanding of youth development best-practices and assist with behavior support during programs
- Perform other duties as requested or assigned
- Ability to work on the weekends and nights is necessary

### **Requirements**

- College degree with 2+ years of professional experience working with volunteers, youth, underrepresented communities, or non-profit administration
- 1+ years of prior experience coordinator or overseeing teams of adults
- Strong interest in the outdoors, environmental justice, and sustainability
- Commitment to Diversity, Equity, Inclusion & Belonging (DEIB) practices
- Skilled in Microsoft Suite and other technology applications
- Driver's license with ability and willingness to drive a 12-passenger van
- CPR & First-Aid certified (if not currently certified will obtain certification within first month of employment)
- Willingness to obtain certifications as needed (ie. lifeguard, rock climbing, kayaking, etc.)
- Demonstrated ability to:
  - Be team oriented, an active listener, and problem solver
  - Communicate effectively and resolve conflicts
  - Develop and implement curricula and training
  - Provide attention to detail

*The above job description and qualifications are not meant to be all-inclusive. Additional responsibilities and qualifications may be added at any time by the employee's direct supervisor, the Director of Programs and Operations, or Executive Director.*

*YES strongly desires to attract a broad and diverse pool of candidates to apply, particularly candidates who represent the communities YES serves.*

This is a full-time, exempt, in-person position (40 hours/ week with benefits). Please send a resume and cover letter with the title "Volunteer Coordinator Application" to Kamilah Rowe (Outdoor Experiential Learning Manager) at [krowe@yeskids.org](mailto:krowe@yeskids.org). Applications accepted until position is full.