



Cincinnati Youth Collaborative
Mentoring & Partnerships (MAP) Department
Volunteer Services Coordinator

Background: CYC empowers young people to overcome obstacles and excel by providing a range of services designed to keep young people in school, prepared for college and career, and on the pathway to success. CYC is focused on helping students graduate from high school with a pathway towards further education, training and certifications, meaningful employment, or enlistment.

Position Title: Volunteer Services Coordinator

Department: Mentoring & Partnerships (MAP)

Reports to: Director of Mentoring & Partnerships

Direct Reports: None

Position Summary:

This vital role manages all volunteer data and coordinates the screening, orientation, and ongoing support for youth and adults in CYC's One-to-One Mentorship Program.

Job Function:

The Volunteer Services Coordinator will oversee the essential support functions for its impactful One-to-One Mentorship Program. This role serves as the primary data administrator, ensuring accurate and up-to-date records. Additionally, the Coordinator will meticulously coordinate the comprehensive screening, orientation, and ongoing support for both young people and adult mentors, ensuring all processes align with MENTOR National's established effective practices for mentorship. The ideal candidate will be passionate about youth development and possess a strong commitment to fostering meaningful mentoring relationships.

Specific Duties:

CYC Database Administration:

- Serve as the primary administrator for the CYC constituent relationship management (CRM) database, ensuring data accuracy, consistency, and integrity for all youth, adult mentors, and program-related records.
- Develop and maintain database reports, dashboards, and queries to track program metrics, volunteer engagement, and participant progress.

- Conduct regular data audits to identify and correct discrepancies, ensuring compliance with data privacy policies.
- Provide coaching and support to CYC staff on database usage, best practices, and reporting functionalities.
- Collaborate with the Information Technology (IT) department or external vendors for system upgrades, troubleshooting, and optimization.

Application Coordination & Screening:

- Coordinate the end-to-end screening process for youth applications for mentorship, including initial review, follow-up for missing documentation, and preparation for program placement.
- Manage the comprehensive screening process for adult mentor applications, including but not limited to:
 - Initial application review and background check initiation.
 - Scheduling and coordinating interviews with program staff.
 - Tracking progress through all screening stages to ensure timely completion.
 - Maintaining confidential records of all screening materials.
- Ensure all screening procedures adhere to CYC policies, safety guidelines, and best practices for youth protection.

Onboarding & Orientation Facilitation:

- Plan, schedule, and facilitate engaging and informative Onboarding Orientations for new youth participants and their caregivers, covering program expectations, benefits, and responsibilities.
- Assist in the development and refinement of orientation materials, presentations, and resources for both youth and adult mentors.
- Provide ongoing support and guidance to youth and caregivers during the initial stages of their program involvement.

Mentorship Program Support:

- Provide administrative and logistical support for the CYC One-to-One Mentorship Program, assisting with mentor-mentee matching processes.
- Assist in the coordination of program events, workshops, and recognition activities for mentors and mentees.
- Communicate regularly with program staff to provide updates on application statuses, onboarding progress, and database insights.
- Respond to inquiries from potential volunteers, youth, and caregivers in a professional and timely manner.
- Maintain accurate and organized physical and digital files related to program participants and volunteers.

Volunteer Engagement & Retention Support:

- Assist in the implementation of strategies for volunteer recruitment, recognition, and retention.
- Support communication efforts to keep volunteers informed about CYC news, events, and opportunities.

- Coordinate volunteer recognition activities under the supervision of the program director.
- Perform other duties as assigned.

Knowledge, Skills and Experience:

- Bachelor's degree in a relevant field (e.g., Non-profit Management, Social Work, Communications, Business Administration) or equivalent professional experience.
- Minimum of 2-3 years of experience in volunteer coordination, program administration, or database management, preferably within a non-profit setting.
- Proven experience as a CRM database administrator with strong data entry, reporting, and management skills.
- Experience with screening processes, background checks, and maintaining confidential records is highly desirable.
- Experience with email, video conferencing (e.g., Zoom, Teams), and social media platforms for communication and outreach
- Prior experience working with youth or in mentorship programs is a plus.

Core Competencies:

- Exceptional Organizational Skills: Meticulous attention to detail and strong ability to manage multiple tasks, prioritize effectively, and meet deadlines.
- Database Proficiency: Advanced knowledge of CRM systems and database management principles.
- Communication Skills: Excellent written and verbal communication skills, with the ability to interact professionally and empathetically with diverse audiences (youth, parents, volunteers, staff).
- Interpersonal Skills: Strong ability to build rapport and work collaboratively within a team environment.
- Facilitation Skills: Comfort and ability to lead group orientations and presentations.
- Problem-Solving: Proactive and solutions-oriented approach to challenges.
- Technical Aptitude: Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Discretion & Confidentiality: Demonstrated ability to handle sensitive information with the utmost discretion and maintain strict confidentiality.
- Commitment to Youth Development: Passion for CYC's mission and a genuine desire to support the success of young people.

Physical and Mental Demands

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation will be provided to individuals with a disability. The Employee is:

- Able to remain in a stable position for extended periods of time.

- Able to move around the environment to access necessary materials and/or equipment.
- Digital dexterity and hand/eye coordination in performance of tasks.
- Able to speak and hear.
- Able to lift and move up to 10 pounds and occasionally lift and move up to 25 pounds.
- Able to use hands to finger, handle or feel, and reach with hands and arms.
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Able to compare, decide, problem solve, analyze, instruct and interpret.
- Upon request, necessary adjustments or adaptations may be made to allow individuals to participate fully in activity or perform their job effectively.

Starting Salary Range:

\$46,000 - \$55,000

Email resume for consideration:

Hr@cycyouth.org

CYC is an Equal Opportunity Employer