



Position Title

Volunteer & Intern Coordinator

Position Overview

Reality Changers transforms lives by providing youth from disadvantaged backgrounds with the academic support, financial assistance, and leadership training to become college graduates. Based in San Diego County, the organization annually serves over 500 middle and high school participants and 2,000+ program graduates.

The Volunteer & Intern Coordinator is responsible for planning, organizing and directing the volunteer and intern programs at Reality Changers. This person will engage students, volunteers, and interns in the mission of Reality Changers by connecting them to each other, to great opportunities, and to the work of the organization.

Reality Changers currently has over 400 volunteers annually, and many of whom volunteer on a regular basis with our tutoring programs. In addition to volunteers, Reality Changers hosts five to ten interns per year who work on a myriad of projects and are sometimes dedicated to specific programs. The Volunteer & Intern Coordinator must be a leader who is able to organize and manage all aspects of tutor & intern presence at Reality Changers. In addition, by providing opportunities for tutor skills and knowledge development, the Volunteer & Intern Coordinator will enable each tutor and intern to reach their full potential—a necessary element to enhance the students' experience at Reality Changers.

Responsibilities

Responsibilities include, but are not limited to:

1. Recruit new volunteers for the Reality Changers Tutor Program:
 - Lead on recruiting new volunteers with the goal of achieving a 3:1 Tutor-to-Student ratio.
 - Initiate outreach to potential new tutors and volunteers from local universities and various business/professional communities.
 - Oversee the volunteer application, evaluation, and approval process; conduct background checks on all prospective volunteers and new tutors.
2. Manage tutor program administration and communication with all volunteers:
 - Organize tutors to ensure that each study room has a balance of subject knowledge, experience and connectivity.
 - Track tutor attendance at the weekly College Town program.
 - Maintain paperwork and contact information for past, current, and prospective volunteers.
 - Work with the Bonus Room Coach to supervise new tutors in the bonus room during the weekly College Town program, as needed.
 - Send out weekly emails to each chapter's volunteers to confirm their weekly attendance, receive their steady feedback, and promote opportunities to get more involved.
 - Have individual check-ins with tutors as needed.
 - Help develop student profiles so tutors are knowledgeable of the students they are serving.
 - Serve as a liaison between tutors and staff to communicate consistent goals and practices that support the mission.
 - Organize tutor appreciation events twice a school year.

- Monitor tutor service history and organize tutor recognition efforts.
- Write letters of recommendation for volunteers as requested.

3. Design and facilitate tutor training and ongoing development:

- Facilitate tutor training for all new tutors and volunteers.
- Conduct monthly tutor trainings for additional support and tutor development.
- Conduct ongoing learning and research on current best practices for youth engagement, mentoring, and tutoring.
- Develop and execute a year-long tutor training framework to better prepare tutors with the tools necessary for effective tutoring/mentoring practices.
- Adapt or lead new initiatives based on tutor feedback and development needs.

4. Oversee the administration, placement, and onboarding process of Reality Changers' interns:

- Serve as the organization's administrator for all intern activity, including: tracking intern time, deliverables, goals, and any school or work-based requirements.
- Work with staff needing interns to develop job descriptions and outreach strategies.
- Recruit and assign interns to departments and projects that fit their skills and talents.
- Work with the intern's project or department manager to create goals, assess work required, and evaluate performance.
- Act as the liaison between the organization and the educational institution, if relevant.

5. Maintain volunteer and intern presence at Reality Changers' key events and programs:

- Recruit tutors, interns, and volunteers during the school year to participate as camp counselors during Reality Changers' annual week-long trip to Forest Home Summer Camp.
- Help recruit and coordinate volunteers for Reality Changers' events.
- Help lead the annual Job Shadow Week for professionals and students.
- Design additional volunteer opportunities to support the organization and engage volunteers with specific interests and expertise.
- Attend a minimum of 2 delegation, fundraising, or community service outings per fiscal year.
- Perform other duties as needed.

Education and Experience

- Bachelor's Degree from an accredited four-year college or university is required.
- Prior work with young adults is preferred.
- Experience making presentations to the professional business community is strongly preferred.
- Proficiency in Microsoft Office and e-mail systems (Gmail or MS Outlook) is required.
- A valid driver's license or reliable transportation to and from Reality Changers' locations and related events.

Knowledge, Skills and Abilities

- Excellent written and verbal communication skills, organization skills, and computer skills.
- Ability to relate well and speak with many types of people, from students to university officials.
- Proficiency in a second language (especially Spanish) is a plus.
- Knowledge of VolunteerHub or other CRM system (e.g., Salesforce) is a plus.

Additional expectations

- Represent Reality Changers in a positive manner in all public and private settings.

- Provide positive encouragement to students in all public and private settings.
- Instill a sense of empowerment in the Tutors, Volunteers, and interns to uphold Reality Changers' expectations of students (such as areas of discipline in the study room).
- Exemplify commitment to Reality Changers' mission and values.

Travel and Hours

- Regular evening work (e.g., Tuesday & Thursday evenings) is required.
- Some weekend work is expected.
- Occasional travel will be expected.