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| <b>Volunteer Title</b> | Prospective Volunteer Coordinator |
| <b>Department</b>      | Human Resources & Volunteers      |

**About Strawberry Banke Museum:**

Strawbery Banke Museum (SBM) is a 10-acre living history museum located in the heart of downtown Portsmouth. The museum interprets daily life in the same historic waterfront neighborhood over 300+ years, making the 37 historic buildings accessible to a wide range of visitors one of our primary goals. Strawberry Banke hosts an ever-growing number of special events and programs throughout the year. Seasonal and holiday signature events are time-honored traditions that help make Portsmouth the vibrant destination it is. Strawberry Banke is continually ranked as TripAdvisor’s #1 “Thing to do in Portsmouth” and Yankee Magazine Editors’ Choice: Best of New England Classics “Best Historic Village.”

**Strategic Framework:**

*Strawbery Banke Museum:*

- A place to learn,
- A place to gather,
- A place to preserve.

**Mission Statement:**

*To promote understanding of the lives of individuals and the value of community through encounters with the history and ongoing preservation of a New England waterfront neighborhood.*

Toward that goal, Strawberry Banke Museum:

- Acquires and conserves, for today's visitors and for future generations, historic buildings, objects, and other materials pertinent to its mission.
- Conducts research aimed at placing local developments within the broader context of city, state, and national history.
- Disseminates the results of that research to the public through exhibitions, publications, demonstrations, tours, symposia, workshops, and other educational activities and programs.

**Position Overview:**

This Prospective Volunteer Coordinator is a leadership opportunity to work closely with 2 other volunteers (Existing Volunteer Engagement Coordinator, and Volunteer Newsletter Coordinator), and alongside the Director of Human Resources/Volunteer Manager. Together these 4 positions will form a Volunteer Communications sub-committee as part of the larger High Impact Volunteer Engagement (HIVE) team.

**Key Responsibilities:**

- Assist the Volunteer Manager with outreach to new volunteer inquiries, reviewing new volunteer applications, sending a welcome email to all new volunteers and/or assisting with initial phone calls to people who reach out to learn more about volunteer opportunities;
- Coordinate the dissemination of volunteer materials (e.g., links to the online volunteer application form, general SBM information), and information/dates regarding the Volunteer Orientation program (once developed);

- Meet in person with prospective volunteers who would like to learn more about what it's like to volunteer at SBM;
- Develop new strategies for recruitment of new volunteers.

### **Initial Impact:**

A systematized and timely communication strategy for prospective volunteers, together with new creative recruitment practices will create a significant impact on SBM in the immediate future.

For example:

- New volunteers will have an increased level of engagement with and respect for the organization when they receive a timely reply to their inquiries/applications;
- New and existing volunteers will have a consistent level of knowledge of the various volunteer opportunities available at the museum and will be able to identify opportunities that are the best fit for their skills and interests;
- Volunteers will have increased knowledge of how their prospective role will fit into the work conducted by staff members.
- Volunteers will more closely see why volunteers are needed and integral to the success of the organization, leading to increased yield of prospective to active volunteers;
- The museum will have more information to send for recruitment efforts, and an increased base of skilled volunteers to meet the museum's volunteer needs;
- The museum will have a consistent group of volunteers who sign up to attend the soon to be developed Volunteer Orientation sessions;
- Increased volunteer satisfaction with their first impression of the SBM volunteer program.

### **Sustained Outcomes:**

Prospective volunteer outreach will create a lasting impact as a result of this volunteer's work.

For example:

- Relationships with volunteers will be developed from episodic and transactional (e.g., volunteering one time for one shift at an event) to fully engaged throughout the year in meaningful and ongoing ways.
- Volunteers will serve as museum ambassadors who elevate SBM's reputation in the community.
- SBM will see an increased number of volunteers who choose to become Members and Donors.
- Staff members will be able to spend more time on the jobs they've been hired for and rely on highly skilled and dedicated volunteers, thus leading to more engaged, satisfied, productive and efficient employees, therefore having a positive impact on the bottom line of this nonprofit organization.

### **Training & Support:**

SBM values ongoing opportunities for training and professional development. We are dedicated to ensuring our volunteers have the tools to be successful, including opportunities to gain new skills.

For example:

- Detailed training will be provided on the Raiser's Edge database;
- Attend workshops (in-person and/or webinars) offered through the HIVE Program and other trainings offered by organizations such as the NH Center for Nonprofits, Volunteer New Hampshire, and Granite State Ambassadors.
- Attend planning and training meetings with SBM staff and other volunteers as part of the HIVE team.
- Access to webinars, articles, slideshows, and other resources.

Strawbery Banke Museum is committed to supporting this volunteer role through:

- Regular meetings with the Director of Human Resources/Volunteer Manager (bi-weekly or monthly depending on the volunteer's schedule).
- Attend monthly HIVE team meetings as volunteer's schedule allows.
- Frequent email communication with HIVE team.

**Commitment (Length, frequency, and amount of time; location):**

This position is expected to be an ongoing opportunity with a flexible total time commitment, approximately a few hours per week or 15 hours per month. The project will require more hours at the beginning of the calendar year while the communication materials and system is initially being created. Hours can phase out later in the year, depending on the volunteer's schedule. The volunteer will be encouraged to advise on the number of hours they are able to commit.

Communication to prospective volunteers can be done primarily anytime that works for the volunteer's schedule, as most work can be done remotely, with the exception of in-person meetings. However, this volunteer is always welcome to work in the SBM Administrative Offices using the volunteer laptop and telephone anytime Monday – Friday between the hours of 9:00am-4:30pm.

**Skills and Qualifications:**

- Excellent written and oral communication skills required.
- Interest in engaging prospective volunteers in conversations, either over the phone or in person, to share more information about volunteering at SBM.
- Proficient in Gmail and/or Outlook, Word, PowerPoint, and Publisher.
- Willingness to learn and be part of a team.

**Benefits:**

- Opportunity to meet new people, make a significant difference at a nonprofit organization, and be part of a collaborative team at SBM including Directors from various departments and the President/CEO; professional references gladly provided upon request.
- Connect with contacts at other local organizations.
- Learn new skills through training opportunities.
- Receive complimentary SBM Membership based on total number of hours volunteered annually.
- Attend annual Volunteer Appreciation Party (May).