**Impact Services Manager (SC Volunteer Generation Fund Project Lead)**

**United Way Association of SC (SC Service Commission)**

**Columbia, SC**

**Job Description**

**Key Function/Purpose of Position:**

The United Way Association of South Carolina serves as the alternative administrative agency for the South Carolina Commission on National and Community Service, which administer nearly $3M in federal funds, and serves as the state’s lead agency on volunteerism. The Impact Services Manger will work collaboratively with the rest of the SC Commission’s passionate staff to support a wide-array of partner agencies who seek to implement evidence-based best practices that will increase their ability to recruit, retain, and manage volunteers that will serve to address critical needs throughout the state.

**Key Responsibilities:**

* Administer the South Carolina Volunteer Generation Fund (SC-VGF) grant competition, which will seek to provide partner agencies with the necessary financial resources needed to implement evidence-based strategies that will increase their ability to engage volunteers.
* Facilitate renewed collaboration and engagement between organizations, agencies, and corporations active in volunteer engagement across the state by actively participating and providing administrative support to applicable boards and committees.
* Provide increased technical assistance regarding corporate and skill-based volunteer engagement through providing trainings to partner agencies and coordinating workshops and learning tracks for state and regional conferences.
* Develop and maintain partnerships with the national service and volunteer management community.
* Work as a team with Commission staff to accomplish broader goals of the United Way Association of SC (UWASC) and the SC Commission on National and Community Service

**Specific Duties**

* Work collaboratively with the SCSC staff to develop and implement all components of the SC-VGF grant competition. This will include, but is not limited to:
* Developing, issuing, and marketing request for proposals.
* Identifying and implementing innovative systems for managing the grant competition.
* Providing training and technical assistance to prospective applicants.
* Conducting pre-award risk assessments.
* Reviewing grant applications.
* Submitting funding recommendations to staff, Commissioners, and the UWASC Board of Directors.
* Issuing grant awards.
* Provide training and technical assistance to SC-VGF grantees with the goal of ensuring that they are adequately equipped with the knowledge and skills they will need to meet the goals and deliverables associated with the SC-VGF initiative.
* Conduct programmatic and fiscal monitoring of SC-VGF grantees and work with involved parties to resolve any findings of noncompliance.
* Review and recommend amendments or other revisions to agreed upon grant deliverables, timelines, budgets, and/or other grant requirements for SC-VFG grantees.
* Collect and analyze data, assists with preparing required reports and communicate data to stakeholders.
* Provide high quality customer service and proactively provide written and verbal feedback to SC-VGF grantees and other partner agencies to build relationships and foster continuous improvement.
* Work collaboratively with outside conference planning committees to develop and coordinate workshops and conference learning tracks that will seek to increase the capacity of attendees to recruit, retain, and manage volunteers.
* Serve on, and provide administrative support to boards and committees that support the work of the South Carolina volunteer sector.
* Ensure that UWASC is in full compliance with all federal and grant-related reporting and monitoring requirements.
* Actively research and identity best practices related to volunteer engagement.
* Represent UWASC at meetings, conferences, events and other functions, including making remarks or presentations.
* Facilitate meetings, focus groups, training or other events.
* May perform other duties as assigned consistent with current duties and responsibilities.

Support and Broader Duties

* Collaborate with other states through the network of America’s Service Commissions to identify best practices within the Volunteer Generation Fund focus area.
* Coordinate with UWASC management in the development of new projects and programs that support the mission and values of UWASC.
* Assist in the development and implementation of the UWASC’s Emergency Operations Plan.
* Support the UWASC’s Board of Directors and Commissioners with reports, training and development as needed.
* Coordinate special initiatives supported by the Corporation for National and Community Service, Commissioners, or the UWASC Board of Directors.
* Support other Commission committees as assigned.
* Contribute to the achievement of measurable goals and objectives for the SC Service Commission.

**Education:**

Bachelor’s Degree or higher

**Experience:**

* Minimum of 3 years of successful work experience of similar responsibility and complexity.
* Successful track record of managing multiple projects with a diverse customer base.
* Previous participation (as a member or staff) in a National Service program such as AmeriCorps, VISTA, or Peace Corps is preferred.
* Past experience working with United Way is preferred.
* Experience in conference planning and workshop development is preferred.
* Experience with participating in nonprofit boards or committees is preferred.
* Grant Management and/or competitive grant making experience is preferred.

**Key Skills:**

* Highly organized and detail oriented
* Enjoys networking and partnership building
* Must have excellent communication, interpersonal and telephone skills
* Demonstrated oral and written communication skills
* Interacts well with others and is able to maintain positive working relationships throughout the community with diverse groups of people and within a wide variety of work environments
* Ability and willingness to travel
* Ability to meet tight deadlines
* Must attend meetings, conference calls, and events on-time
* Computer literate and ability to quickly learn to use a variety of online platforms
* Ability to read, analyze and interpret data and reports
* Ability to respond effectively to the most sensitive inquires or complaints
* Ability to calculate figures and amounts, including percentages
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
* Ability to interpret instructions in a variety of forms
* Ability to work with volunteers, committees and board members in the implementation of strategies, plans and projects
* Knowledge of the non-profit sector in South Carolina
* Knowledge of the AmeriCorps and programs supported by the Corporation for National and Community Service

**How to Apply**

To apply to the position, please email the following information to acteamsc@gmail.com.

1) Please attach a current copy of your resume.

2) In the body of the email, please submit your response to the following two questions:

* *The Impact Services Manager will be responsible for supporting a variety of partner agencies who are seeking to increase their capacity to effectively recruit, retain, and manage volunteers. In 350 words or less, please describe why you consider yourself an expert within the field of volunteer engagement.*
* *In 350 words or less, please describe a presentation that you gave. Please outline what the goals of the presentation were and why you believe those goals were effectively achieved.*