



Commonwealth Corps Service Position Description



More Than Words Commonwealth Corps Community Engagement and Brand Ambassador Coordinator

The mission of the Commonwealth Corps is to engage Massachusetts residents of all ages and backgrounds in service to strengthen communities, address unmet community needs, and increase volunteerism.

Commonwealth Corps members with More Than Words serve 10.5 months in a full-time capacity. What they have in common is a desire to put their talents and ideas to use in the service of their communities and the Commonwealth.

MTW seeks 1 full-time Commonwealth Corps member to partner with MTW staff to create an engaged community of volunteers that increases support for the organization and awareness of its mission. The member will serve mainly in our Boston site with occasional travel to our Waltham site. The Community Engagement Coordinator will be a high-energy, organized leader who will build and manage strong youth-driven systems for a sustainable community engagement program including: 1) meaningful volunteer experiences and group volunteer events, 2) book drives and engagement strategies for book donors, 3) social media and community events.

More Than Words (MTW) is a nonprofit social enterprise that empowers youth, ages 16-21, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW offers job training opportunities and transition support services to equip youth with first-hand experience in working as a team to operate retail and online book businesses and cafe, and to develop the tools to enable them to make progress around education, employment and life goals. The MTW model is premised on the belief that an actual job, one which provides hands-on, real-world training combined with high expectations, accountability and opportunities for personal development, is the best way to equip youth to gain marketable skills critical for success in school, work and life. (see www.mtwyouth.org for more about More Than Words)

Responsibilities:

Essential

- Complete a minimum of 1,500 hours of service, serving through June 30, 2018.
- Attend all required Commonwealth Corps trainings and service events held by MSA (minimum of 6 total, post orientation) and More Than Words, including a new member orientation on August 15 & 16, 2017.
- Participate in a minimum of 1 hour of MSA-related activities each week (in person or virtually).
- As relevant to the service position, at the start of the term and during relevant volunteer activities, support adult and youth staff on operational shifts to build relationships within the organization, understand the business, and garner skills to support volunteers as they execute these tasks.

Coach More Than Words youth to lead group volunteer events at our Boston Site:

- Co-facilitate volunteer shifts with youth, modeling public speaking and volunteer engagement behaviors and engage youth in the process of training volunteers.
- Manage unique off-site community engagement opportunities through donation opportunities like book drives, in collaboration with youth, staff, and Commonwealth Corps

Community Engagement Coordinator—Volunteers.

Partner with MTW youth and staff to streamline coordinated brand ambassador and donation book drive systems:

- Serve as lead contact to expand partnerships with local universities/colleges and religious institutions for book-drives with potential volunteer interactions.
- Lead and develop systems for to streamline appreciation efforts following a book drive, including engagement opportunities and capture of relevant contact information.
- Represent MTW at events, volunteer fairs and mobile markets with youth, as related to service position.
- Coordinate efforts to engage brand ambassadors with social media presence and campaigns.

Drive growth and innovation in MTW book collection through new training materials and outreach:

- Outreach to new brand ambassadors and potential book drive partners, with a focus on engaging corporations, municipalities and local businesses.
- Develop recommendations and systems for increased outreach and engagement.
- Lead a collaborative process that engages staff and youth to redevelop training materials for youth to manage partner outreach and book drive coordination

Partner with MTW youth and staff to build online and social media presence

- Engage youth with social media for promotion of sales, special events, and engage youth in developing strategy to promote our brand and engage our community partners.
- Lead a process that engages Marketing and New Business Ventures staff to build and expand on base of like-minded organizations to partner with in social media outreach efforts with a specific focus on mission awareness.
- With Community Engagement Coordinator – Brand Ambassadors, manage youth to write MTW's youth-written newsletter highlighting the month's community engagement.

Qualifications:

Required

- Massachusetts residency and legal authorization to work in the United States
- 18 years of age or older
- Experience with or interest in volunteerism and community engagement
- Ability to balance service commitment with other family/work/school/community commitments in a sustainable way
- Ability to lead projects independently as well as collaborate with a team.
- Strong organizational skills.
- Strong writing and communication skills and an interest in social media marketing.
- Be able to regularly lift boxes weighing approximately 25 pounds
- Comfortable serving in a busy environment that includes donated books and merchandise that is sometimes dusty

Preferred

- Prior experience working or volunteering with teens, particularly those in foster care and/or facing compounding risk factors.

Member Benefits:

- **Stipend** of \$541.66 every other week while in service, up to \$13,000, minus taxes and withholdings;
- **Health insurance (full-time members only)**, individual coverage only);
- **Completion award** of up to \$2,500 upon successful completion of service, minus taxes and withholdings;
- **Training and other professional development** opportunities, including up to \$1,000 in

- professional development expenses during the term of service provided by the host site;
- **Limited reimbursement for travel** to Corps-wide MSA-sponsored activities;
- **Limited travel reimbursement from their host site** for certain service-related travel away from their usual service location, according to that agency's policies;
- **The opportunity for at least 10 days of planned absences** (may include holidays); and
- **The opportunity to join with others with a common sense of purpose** as part of the Commonwealth Corps.

Please note that receipt of these stipends/benefits may impact an individual's eligibility for certain public benefits.

Term of Service:

- **Position Start Date:** August 15, 2017
- **Position End Date:** June 30, 2018
- Service commitment will average 38-40 hours per week during the following days/times: Tuesday-Saturday, 10:30 am-6:30pm, plus approximately one earlier start per month with advance notice.

Application Instructions:

- To apply, submit a cover letter and resume as soon as possible, and no later than July 14th, 2017 to volunteermember@mtwyouth.org, at the attention of Betsy Sylvia, Director of Administration.

Accepted members will be required to undergo a criminal offender and sexual offender background check.

More Than Words will recruit and select persons in all positions to ensure a diverse and inclusive climate without regard to race, religion, sex, sexual orientation, age, veteran status, color, political affiliation, creed, national origin, marital status, or any other status as protected by federal, state, and local laws. More Than Words welcomes applications from individuals with disabilities and will make reasonable accommodations for interviews and for service upon request.