

Bill de Blasio  
Mayor, City of New York

Anusha Venkataraman  
NYC Chief Service Officer

## 2020-2021 NYC Service Fellowship Program

### Capacity Building Coordinator

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The mission of NYC Service is to build partnerships to deepen and expand civic engagement through volunteer and service programs, creating sustainable change for our city's greatest needs.

Each NYC Service Coordinator reports to a direct supervisor, but also works with other members of the NYC Service team and staff on a daily basis.

#### **Position Description**

The Capacity Building Coordinator will lead volunteer capacity building programming for NYC agencies (NYC Service Bureau and citywide volunteer connections) and nonprofits (GoPass) to increase their ability to effectively and efficiently engage local residents in volunteerism to support their mission and better serve communities. The Capacity Building Coordinator will report to the Senior Capacity Building Manager and collaborate with other NYC Service Staff, including an additional Capacity Building Coordinator.

Key responsibilities include the following:

#### ***City Agency Volunteer Engagement (NYC Service Bureau)***

- Manage partnerships with strategically identified city agencies/offices to lead in the development and implementation of key city agency volunteer impact plans
- Develop and implement City agency volunteer program plans with partners using a suite of volunteer management tools, training and resources to build and/or further expand volunteer management programs, *with a focus on City priority alignment*
- Track city agency grants (including mid-year and end of year reports) as well as develop volunteer engagement numbers and impact metrics to be reported and shared with NYC Service
- Develop annual progress report on city agency volunteer impact metrics
- Liaise with NYC Service team members (e.g. NYC Service Coordinators, NYC VISTA, etc.) on NYC Service program opportunities and tools to support city agencies.
- Lead the planning and implementation of regular meetings with city agency partners to assess volunteer engagement and planning progress
- Identify new City agency collaboration opportunities and/or divisions to further expand partnerships for FY22, including key city priorities
- Coordinate the planning and execution of a City Agency annual meeting gathering with all city agency representatives to cultivate and forge new partnerships

**8.6 Million New Yorkers. Together, Serving Each Other.**

- Develop a plan to evaluate NYC Service processes for grant-making and allocating funds among City Agency and community-based organizations
- Work with the Senior Capacity Building Manager to continuously refine and develop the NYC Service Bureau model

#### ***Volunteer Background Check Program (GoPass)***

- Manage GoPass, a city-run volunteer background check program in partnership Department of Education's Office of Personnel Investigation (OPI)
- Lead GoPass trainings, and implement system operationalization, communication and fingerprint policies for NYC nonprofit users and NYC volunteers
- Analyze data and prepare mid-year and end of fiscal year progress reports
- Troubleshoot challenges from GoPass Users, providing excellent customer service and building relationships with top 10 users
- Work with the Senior Capacity Building Manager and other NYC Service staff to develop a proposal for updating GoPass system

#### ***Advance NYC Service Mission, Values, and Goals***

- Represent NYC Service at select events
- Assist with the provision of monthly content for social media platforms and the NYC Service e-newsletter
- Be available on select weekends and on select evenings throughout the Fellowship for projects
- Provide project support with other service activities and programs, as needed, including emergency volunteer response
- Support City initiatives as needed, including but not limited to possible emergency response and recovery

#### **Skills**

- Bachelor's Degree (Minimum)
- Commitment to service year programs and volunteerism (service year alumni a plus)
- Direct volunteer coordination experience
- Experience working at NYC agencies and/or nonprofits
- Capable of managing against goals and working under tight deadlines
- Strong written and oral communicator
- Experience in relationship building and management
- Strong presentation and public speaking skills
- Strong experience with project management
- Strong experience with Microsoft Office, including excel
- Excellent organizational and administrative skills
- Ability to work both independently and as an effective team member
- Ability to manage projects simultaneously and prioritize