



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Family Enrichment & Volunteers Manager

Department:	Family Enrichment & Volunteers Manager	Date Prepared:	April 2025 Revised September 17, 2026
Prepared by:	Shelley Thomas-Benke	Reports to:	Director of Family Enrichment & Volunteers
FSLA Status:	Full-Time, Exempt		

Summary of Position

The Coalition is hiring a Family Enrichment and Volunteer Manager to plan and execute fun outings and giveaways for our clients, as well as cultivate relationships with volunteers and in-kind donors. The successful candidate will be an organized go-getter who will manage multiple tasks and priorities. Some weekend and weeknight availability and a willingness to occasionally pick up and deliver donations to our clients are required.

Essential Functions & Responsibilities

- Serve as staff lead for outings held for our families and youth, including organizing logistics, managing registration, handling communications, and overseeing volunteers on event days
- Serve as co-lead of the Back-to-School and Project Dream Dress giveaways, including organizing logistics, managing youth/family registration, handling communications, and overseeing volunteers on event days
- Coordinate staff and volunteer assignments for Coalition fundraisers
- Create and manage online registrations using event scheduling software such as Eventbrite and our CRM software, Salesforce.
- Regularly communicate with clients, in-kind donors, and Coalition staff to arrange for the donation and distribution of in-kind donations such as holiday gifts, hygiene and hair products, etc.

- Input in-kind donations received by clients in our CRM software Salesforce.
- Cultivate relationships with volunteers and donors.
- Respond to general inquiries from individuals and groups interested in volunteering.
- Work with the Development and IT Teams to author newsletter articles, website copy, and print collateral about programs and events.
- Must be available to work about 15 weekend days and 10 weeknights annually.
- Must occasionally pick up and drop-off in-kind donations for our clients.
- Must be able to stand, walk, and lift up to 25 lbs throughout the day during events and event preparation to perform tasks, troubleshoot issues, and ensure event success.
- Must work well with and take direction as a member of a team.
- Ensure all programs comply with relevant laws, regulations, and organizational policies.

Agency Accountability

- Complete daily activity log.
- Maintain an up-to-date Outlook calendar.
- Adhere to the Coalition's Shared Values, Employee Code of Conduct, and Employee Code of Ethics.

Department Specific / Non-Essential Functions

- Other duties as assigned with or without accommodations.
- Support the Coalition's mission – attend special events, training events, and other "all hands-on deck" activities.
- Answer and respond to phone calls, emails, and inquiries regarding the Coalition services while in the office. Complete ongoing education and training as approved by or assigned by supervisor.
- Support other agency staff as necessary to meet agency goals.

Qualifications & Requirements

Education

- Bachelor's Degree or equivalent experience in a related field.

Experience, Skills & Qualifications

- Demonstrated success with planning group outings or events.
- Proven ability to develop and maintain positive relationships with volunteers and/or donors.
- Strong organizational and time management skills with attention to detail.
- Excellent written and interpersonal communication skills.
- Strong working knowledge of Microsoft Office Suite, particularly Microsoft Excel.
- Experience using Client Relationship Management software is preferred.
- Experience in the non-profit sector is preferred.
- Ability to work as a member of a team, sharing in the success and challenges of all team members
- Ability and comfort of working with diverse populations in varying environments

- Ability to adapt to changing circumstances while maintaining a positive attitude

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics

- Requires an understanding of diversity (racial, ethnic, religious, socio-economic, etc.) as well as sensitivity to the situations of the children and families the organization serves.
- Stresses a respect for the confidentiality of the children and families the organization serves.
- Requires a clean criminal history.
- Must fulfill the responsibility as a mandated reporter in the State of Missouri.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster and Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

Organizational Relationships/Scope

- This position is a member of the Family Enrichment and Volunteer Team and reports to the Director of Family Enrichment and Volunteers.

Working Conditions

- This is an in-office position at the Coalition with primary office hours Monday-Friday 8:30 AM – 4:30 PM CST.
- Must be able to sit, stand, walk, push, pull, and lift up to 25 lbs.
- An automobile, automobile insurance, and valid driver's license are required.
- Some weekend and weeknight hours are required to meet the expectations of this position.

Agency Shared Values

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and colleagues to the following values:

- We respond to individual needs, histories, and obstacles with intention, dignity, and urgency. By remaining adaptive and attuned to lived experiences, we ensure our policies and practices provide pathways to support, safety, opportunity, and a voice for all.
- We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- Together, we thrive by respecting, valuing, embracing, and celebrating each person's unique strengths, experiences, perspectives, and abilities. We empower every individual to contribute to their full potential.
- We are intentional about knowing better and doing better, using innovative and solution-focused approaches with courageous passion and excellence.
- We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.

- We develop and maintain authentic relationships by being flexible and open-minded and maximizing the talents of each individual in the team to accomplish the best outcome for our children and families.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Printed Employee Name:		Date:	
Employee Signature:			