



Connecting Students & Volunteers  
for Results that Count

## Job Description: Outreach & Onsite Program Coordinator

*35-40 hours per week, August 2022-May 2023*

*10-15 hours per week, June 2023-July 2023*

*\$35,000 non-exempt*

Do you believe all children can be successful in math and school with the right supports? So do we. When you join Heart Math Tutoring (HMT) you will be part of unlocking the powerful resource of volunteer time to make a positive, immediate difference for students, schools, and everyone involved.

### **About the Role: Outreach and Onsite Program Coordinator (“Outreach Coordinator”)**

As part of ensuring high-quality tutoring sessions and a positive experience for volunteers and school staff, Heart Math Tutoring provides an on-site Program Coordinator to each school site. The Program Coordinator is present at their assigned school during tutoring sessions where they assess students and monitor instruction, in addition to providing ongoing training and real-time coaching to tutors. Depending on school site, volunteers will either be in-person at the school or virtual. The coordinator is also Heart’s liaison to the school, streamlining communication to teachers and hosting the volunteers. The coordinator will build and maintain relationships across various stakeholders: with students, families, tutors, and school staff.

As HMT strives to serve a growing number of students in Charlotte, additional support is needed to recruit tutors and engage the community. As such, the Outreach Coordinator role will also oversee a variety of creative ways to secure tutors and spread Heart’s mission externally.

The Outreach Coordinator spends roughly 20-24 hours of his/her time each week directly managing a school site as a Program Coordinator, reporting to a Program Manager, and 10-15 hours of his/her time supporting community outreach functions described below, reporting to the Director of Development and Community Engagement.

### **About the Organization: Heart Math Tutoring**

We believe volunteer tutors can be a powerful resource for students if given tools and support, and we believe all children can understand math at high levels. We focus on students who may not have resources to access private tutoring and who qualify as “economically disadvantaged” in school records. To date, 98% of Heart students have met program growth goals, and over 90% of math teachers report that students show an increase in enthusiasm and/or confidence towards academics as a result of the program.

**Job Responsibilities:** Key responsibilities are listed below.

- Oversee 50 – 60 students’ growth in math skills and enthusiasm for academics;
- Manage and support 50 – 80 weekly volunteers; and
- Liaise with teachers, school staff, and families.

**Tasks** will include but are not limited to:

#### *Onsite Program Coordinator*

- Become an expert on Heart curriculum and assessments;
- Deliver initial training and ongoing support and communication to tutors;
- Communicate with school staff regarding curriculum, students, and schedule issues;
- Communicate with families regarding student and program updates;
- Design and maintain schedule of students and volunteers using Salesforce;

- Coordinate and complete student assessments;
- Manage tutoring materials;
- Attend weekly team meetings and quarterly professional development trainings;
- Report various operational information to Program Manager;
- Partner with Heart team in providing and receiving feedback, with the goal of aiding the organization's efforts to establish a strong, scalable program model.

#### *Volunteer Recruitment Outreach*

The coordinator will support outreach efforts to engage tutors for growing program operations. The role will provide behind-the-scenes support and go out into the community to recruit volunteers.

- Collaborate with teammates to set and reach organization and personal goals related to volunteer recruitment
- Build relationships through networking events and account management of community partners
- As time permits, support other tutor operations and communications items:
  - Manage and monitor volunteer sign ups through the database (Salesforce) – including but not limited to converting Salesforce Leads into Opportunities, assigning school placements, reporting on sign ups and team tasks, and analyzing progress
  - Plan and execute events related to tutor operations and outreach, with specific assigned duties
  - As a member of the communications team, contribute to website, blog, and email marketing efforts.
- Organize messaging and communications to Tutor Prospects during volunteer recruitment season (email marketing eblasts, Heart networking/recruitment events, social media content) as part of Communications Team and in concert with Director of National Partnerships
- Administer Heart Tutoring's social media accounts and external postings with support/oversight from Director of National Partnerships and Communications Team
- Support creation of volunteer recruitment collateral, including reports, flyers, etc. for organization partners and volunteer recruitment kits for Heart staff and ambassadors to use
- Monitor and manage the [volunteer@heartmathtutoring.org](mailto:volunteer@heartmathtutoring.org) email address with 24-hour turnaround M-F and 100% follow through, ensuring that interested volunteers are added to personal pipeline in Salesforce for appropriate follow-up.
- Monitor and update online postings (SHARE, Idealist, VolunteerMatch, etc.), ensuring that interested volunteers are added to personal pipeline in Salesforce for appropriate follow-up
- Recruit tutors from the organization partnership currently assigned, coordinating pitches and distributing outreach materials.

The Outreach Coordinator will also be asked to play a **supporting role** in:

- Coordination of space and time logistics with school staff

#### **Typical Work Week**

- The Outreach Coordinator will typically work 35-40 hours a week. In all, approximately 12 hours are designated for tutoring support at your school site, and a coordinator will spend approximately 8 hours per week on staff meetings and check-ins, scheduling, communications, and computer work related to the Program Coordinator position. The remainder of worktime will be devoted to Volunteer Recruitment.

**Example Typical Week:** *(Tutoring times will vary.)*

Monday	Tuesday	Wednesday	Thursday	Friday
Morning Tutoring (7:30-9:00am)	Morning Tutoring (7:30-9:00am)	Morning Tutoring (7:30-9:00am)	Morning Tutoring (7:30-9:00am)	Volunteer Recruitment Work & Activities (9:00am-1:00pm)
Staff Meeting (9:30-10:45am)	<i>Various computer work</i>	<i>Various computer work</i>	<i>Various computer work</i>	
<i>Various computer work</i>	Afternoon Tutoring (12:30-2:00pm)	Afternoon Tutoring (12:30-2:00pm)	Afternoon Tutoring (12:30-2:00pm)	
Afternoon Tutoring (12:30-2:00pm)	Check-in with Program Manager (2:00-3:00pm)	Volunteer Recruitment Work (2:00-4:00pm)	<i>Email Deliverables to Program Manager, Prepare for the next week (2:00-3:00pm)</i>	
Volunteer Recruitment Work (2:00-4:00pm)	Volunteer Recruitment Work (3:00 – 4:30pm)		Volunteer Recruitment Work (3:00-4:30pm)	

*\* Hours are slightly seasonal, in line with the program calendar.*

**Desired Skills and Background**

A person who is successful in the role of Outreach Coordinator will likely have all or most of the skills/background below, which are listed in order of importance.

- Strong belief that all students can learn and have the potential to perform at or above grade level
- Strong communication and relationship-building skills
- Ability/willingness to quickly build expertise in teaching, learning, and assessing
- Desire to work with elementary-aged students
- Strong organizational skills and attention to detail
- Strong communication skills
- Relationship building skills. Connects well with others.
- Values and exhibits collaboration and teamwork, with internal and external partners
- Has excellent problem-solving skills
- Experience working with low-income population
- Computer skills and/or ability/willingness to learn programs including but not limited to Word, Excel, email and contact management, Salesforce, file sharing systems (Dropbox and Google Drive), Jamboard, and video-conferencing platforms (Zoom or Google Meets).
- Leadership skills. Makes a strong, positive impression in networking and social settings; connects with others; willing to make asks.
- Strategic. Track record of learning and adjusting course based on new information, including seeking and incorporating best practices from other orgs and sectors
- Self-starter, entrepreneurial

**Other Notes:** Some evening and early morning work may be required based on timing of community networking events, partner organization meetings (e.g., faith groups on weekends), and Heart Math Tutoring programming. Our strategy is to work collaboratively and proactively to establish a sustainable schedule, responsive to variation in season and priorities, and flexible when possible for remote vs. in-person work. We have a fast-paced environment.

**To Apply:** Submit the following documents to [communications@heartmathtutoring.org](mailto:communications@heartmathtutoring.org).

- Resume – standard format including education, work, and volunteer experience
- Cover letter – standard, 1-page format explaining your interest in the role and why you believe you are a good fit

When submitting, use the subject line, “2022-23 Outreach Coordinator Application,” and address correspondence to Emily Aleski.

**Hiring Timeline:** Interviews and decisions will be made starting in June 2022. The position begins August 9<sup>th</sup>, 2022.

**Commitment to Diversity:**

We believe that our differences make our team stronger, and we also know that our students benefit from working with adults from all backgrounds. The team at Heart Math Tutoring is specifically committed to supporting racial equity, both internally and externally, and is in the midst of several trainings and initiatives focused on supporting an inclusive work environment and providing culturally competent support to our students, >90% of whom are people of color. As an equal opportunity employer, Heart Math Tutoring is committed to providing employment opportunities to all qualified individuals and does not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or characteristics, or any other basis prohibited by applicable law.

Visit [www.heartmathtutoring.org](http://www.heartmathtutoring.org) for more information.