

# Join the Team!

## Volunteer Hub Specialist



The CT Volunteer Hub Specialist supports the implementation, coordination, and operation of the Connecticut Volunteer Hub, a statewide volunteer engagement, tracking, and reporting system connecting Connecticut residents with volunteer opportunities through a coordinated network of United Ways and community partners. As the statewide lead organization, UWSECT provides centralized coordination, onboarding, technical assistance, training resources, communications support, system administration, statewide reporting, and strategic leadership to Regional Hub United Ways while also serving as the Southeastern Connecticut Regional Hub.

### **KEY ROLES & RESPONSIBILITIES:**

#### **Statewide Hub Operations & Partner Support**

- Serve as a primary support contact for CBOs, Local United Ways, and Regional Hubs participating in the CT Volunteer Hub.
- Coordinate onboarding of new CBOs, including nonprofits, libraries, municipalities, and other partners.
- Deliver training, technical assistance, and ongoing support to CBOs, Local United Ways, and Hub partners through individual and group sessions.
- Identify and monitor low-utilization partners and proactively coordinate support strategies with Regional Hubs and supervisor.
- Develop and maintain training documentation, user guides, technical assistance resources, and statewide operating procedures.
- Administer the statewide volunteer engagement platform and related program supports.
- Convene Regional Hubs through regular meetings, communications, technical support, and procedural guidance.
- Coordinate development and distribution of marketing and educational materials across UWSECT departments and the CT Volunteer Hub network.
- Support and improve the volunteer and CBO experience through website enhancements, satisfaction surveys, user feedback, and process improvements.

#### **Regional Hub & Community Engagement**

- Directly support UWSECT Regional Hub operations in coordination with the Community Impact Director and supervisor.
- Recruit and engage nonprofit organizations, libraries, municipal agencies, and community partners.
- Serve as liaison among Local United Ways, CBOs, and community partners to support implementation, communication, and issue resolution.

- Collaborate with Community Impact team members to connect partners with Hub opportunities and resources.
- Support outreach, marketing, stakeholder engagement, volunteer opportunity development, and community awareness efforts.
- Represent United Way on community coalitions, committees, and working groups.
- Support individual volunteer events in person as assigned to enhance program operations and assist smaller CBOs.

#### **Data Collection, Reporting & Program Administration**

- Collect, organize, and maintain accurate programmatic data related to Hub activities and outcomes.
- Assist with statewide and regional reporting requirements, maintain and improve standardized templates, documents, marketing collateral, and process materials.

#### **QUALIFICATIONS, EDUCATION, AND SKILL REQUIREMENTS:**

- High School Diploma or GED required; Associate's or Bachelor's degree preferred.
- Two years of experience in nonprofit programs, volunteer engagement, community outreach, or related work preferred.
- Experience coordinating projects involving multiple stakeholders.
- Strong organizational, communication, training, and facilitation skills.
- Skilled in Microsoft Office products, particularly Excel, Word, Outlook, and Teams and strong technical skills in learning and fully utilizing new software platforms.
- Ability to collect, analyze, and communicate programmatic data and performance metrics.
- Demonstrated skills in public speaking, group trainings, and peer leadership.
- Commitment to equity, collaboration, and the mission of United Way.

#### **EMPLOYMENT**

- This position may need flexibility in hours of work with prior notice and planning; early morning, evening, and weekend hours.
- Driver's license is required and access to reliable transportation.
- This position is grant funded. Should funds not be available or a project inactive, this position may be terminated with notice.

**Salary Range:** Range Starts at \$48,238

**Interested candidates should submit a cover letter and resume by October 9, 2026** via online application at [www.uwsect.org/apply](http://www.uwsect.org/apply) or [scott.umbel@uwsect.org](mailto:scott.umbel@uwsect.org).

United Way is an equal opportunity employer committed to diversity in the workplace.