



Community Engagement & Volunteer Coordinator

Job Title: Community Engagement Coordinator
Reports To: Executive Director
Employee Class: Full Time
Date updated: December 2025

About South Shore Habitat for Humanity

For 38 years South Shore Habitat for Humanity (SSHH) has been helping individuals build and improve a place to call home. An affiliate of Habitat for Humanity International, South Shore Habitat shares its vision of a world where everyone has a decent place to live, and we are proud to be doing this important work across 32 cities and towns in Southeastern Massachusetts.

Position Summary

The Community Engagement Coordinator is responsible for the creation and implementation of the public outreach and volunteer programs at South Shore Habitat. It is their responsibility to recruit, train and oversee the volunteer program and to act as an ambassador in the community, raising awareness of the organization and its projects, and exercising a large amount of independent discretion in evaluating community needs and response. The Community Engagement Coordinator is responsible for communications associated with community relations, including public relations, social media and e bulletins, and periodic website updates. A portion of the Coordinator's time is devoted to ongoing relationship and communication with Family Partners (homeowners). As necessary, the Coordinator works closely to support the work of the Director of Development and the Construction Project Manager.

This position is a full-time position reporting to the Executive Director. The Coordinator is expected to work occasional evenings and weekends as planned and necessary. This position is fully in-person at our offices in Norwell, MA, with some remote flexibility based on outreach schedule and plans.

Key Responsibilities, with or without reasonable accommodation:

Community Engagement:

- Solicit and engage in community outreach and speaking engagements.
- Plan, execute and assist Habitat events, including Gala, Golf Tournaments, Home Dedications, Volunteer Appreciation and others as needed.
- Recruit and maintain Event Committee with board and volunteer members.
- Assist Development Department with fundraising initiatives, partnering with them on events and helping with items such as solicitation of in kind gifts.
- Produce bi weekly e newsletter; solicit and edit content from other staff as necessary.
- Coordinate all PR and media, including social media posts on LinkedIn, Instagram and Facebook; update organization's website.
- Design and distribute printed and digital media as necessary, including flyers, brochures, posters, and banners, etc.
- Organize and implement necessary outreach strategies to raise awareness of South Shore Habitat for Humanity's work in multiple communities this includes finding and providing educational "seminars" on SSHH and affordable housing issues in our local communities.
- Ensure a clear and consistent image of South Shore Habitat for Humanity. Focus on achieving the goals of the organization and the key metrics.



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Volunteer Management:

- Create and implement recruitment programs for organizational volunteers; maintain Core Volunteer group engagement.
- Work with Construction Manager to coordinate volunteer needs on the construction site.
- Work with the Director of Development to promote and solicit corporate and community group Build Days.
- Provide direction, clear expectations and responsibilities to all volunteers involved in Build Days.
- Manage Volunteer Software – used to schedule individuals and groups.
- Manage volunteer waiver information and cancellations/rescheduling needs.
- Meet and greet volunteers on site and provide ongoing coordination as required.
- Keep accurate records of all volunteer activity and provide reporting to other staff members when required.

Family Partners:

- Manage family partner volunteer hours and schedule volunteer opportunities to help them meet the required number of hours.
- Coordinate with other staff members to ensure Family Partners are supported through home buying experience.
- Maintain relationships with family partners during the process and after they move into their new home; maintain Family Partner Outreach program.
- Participate in the Family Partner Committee with other volunteers and staff.

Other duties as required.

Skills, Knowledge, and Abilities

- Excellent communication skills, including the ability to write and speak clearly and effectively, and to listen, and an unusual capacity to engage, inspire and persuade.
- Comfort with a variety of communication, including in-person, face-to-face, phone calls, email/digital, social media, and “cold” calling.
- Understanding of, and commitment to, superior client service (internally and externally).
- Superior project management skills.
- Ability to work independently to plan, prioritize, coordinate and problem solve.
- Excellent computer skills.
- Skills: Oriented towards relationship building and stewardship; marketing mindset to maximize sponsorship opportunities; superior organizational, project management, and communication skills. resourceful, and self-motivated.
- Team player with energetic and positive spirit, strong work ethic, and collaborative mind set
- Education: Bachelor’s degree preferred but not required.
- Flexibility to work in a dynamic environment and attend evening and weekend meetings and events.
- Proficient in all Microsoft applications (Outlook, Word, Excel, including cloud-based platforms); proficiency in social media use, website maintenance, use of databases (DonorView) and Constant Contact; basic graphic design abilities/ use of Canva.

Other Requirements



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- Valid driver's license and use of a dependable vehicle required.
- Physical requirements: light lifting of equipment/supplies needed on site; ability to walk safely on uneven ground; ability to participate occasionally in general job-site activities along-side novice community volunteers.
- This job will include a mix of office hours, as well as time spent outside of the office for outreach, meetings, events, and maintaining a presence on our job sites. Some flexibility in hours required for weekend or evening responsibilities, including some frequency on weekends.

Salary

\$60,000 per year, paid biweekly; full time, exempt, salaried.

Benefits:

SSHH offers a benefits package including health (60% paid by employer), dental, vision, and short-term disability insurance; a retirement savings program with up to 3% employer match; 11 paid holidays, 10 sick days, and 15 PTO days.

How to apply:

Send resumes and cover letter to Erin McGough emcgough@ssshabitat.org. Applications will be considered on a rolling basis until the position is filled; we encourage you to apply early. This position is contingent on the satisfactory completion of a background check.

Equal Opportunity Statement:

SSHH is an equal opportunity employer and does not discriminate against any employee or applicant because of race, color, ethnicity, religion, gender, sexual orientation, gender expression, national origin, disability, age, marital status, military status, pregnancy, or parenthood. We encourage anyone for whom this overview resonates to apply. To request reasonable accommodation to participate in the job application or interview process, contact Erin McGough, Executive Director, 781-347-3764 or emcgough@ssshabitat.org.