Adult Congenital Heart Association (ACHA)
The mission of ACHA is to improve and extend the lives of the millions born with heart defects through education, advocacy, and the promotion of research.

Position Description: Membership & Volunteer Coordinator

I. Title: Membership & Volunteer Coordinator
   Supervision: Senior Education Manager

II. Position Summary: The Membership & Volunteer Coordinator is responsible for overseeing all aspects of the following programs:
   a. ACHA Heart to Heart Ambassador Volunteer Program - While each person’s experience with congenital heart disease (CHD) is unique, many patients find it helpful to talk to someone who has been or is currently in a similar medical situation. ACHA’s Heart to Heart Program (H2H) offers members of ACHA and their family the opportunity to connect one-on-one with other CHD patients or family members in a positive, supportive way through the Heart to Heart Ambassador program. Heart to Heart Ambassadors are trained to provide peer support and peer education to members who request this service.
   b. Lifelong Care Speaking Engagements - In conjunction with local parent groups, other health-related organizations, professional associations, and our National Congenital Heart Walk campaign, Ambassadors, as well as ACHA staff, speak regularly across the country through the Lifelong Care Campaign allowing us to educate young families, young adults, cardiac healthcare providers, and the broader community in the importance of lifelong heart care and empowerment strategies for those living with CHD.
   c. Volunteer Management – Grow the overall Patient/Family and Professional Membership which includes recruitment, administration, management - ensuring excellent customer service, high-value information, and resources sharing.

III. Essential Duties and Responsibilities:
   1. Coordinate and oversee ACHA Ambassador Administrative Duties:
      a. Implement webinar and in-person training, including all logistics with volunteers, venue, and content
      b. Develop and execute evaluation surveys for Ambassadors, one-time matches and ongoing matches at least once per year
      c. Oversee the Lifelong Care Campaign (LLC)
         i. Train ACHA Ambassadors and high-level volunteers on the Lifelong Care Campaign messaging, in tandem with (A)CHD Program and ACHA Program Staff, coordinate program dates and logistics, and serve as primary ACHA point of contact with CHD group’s lead
         ii. Identify new opportunities for LLC programs within community centers, hospitals, ACHD Programs, etc.
   2. Grow Patient/Family and Professional Membership
      a. Develop a recruitment plan to support the objective of growing significantly the membership base.
      b. Research potential members and contact/visit them accordingly.
      c. Cultivate relationship with potential members.
   3. Coordinate and oversee general ACHA Volunteer activities (as assigned):
      a. Work with ACHA Program staff to create a “needs sheet” for future volunteer assignments.
      b. Coordinate Volunteer staffing for general ACHA events (such as an ACHA table at the Congenital Heart Walks, National Conference and Advocacy Day as needed) serving as the primary contact; oversee volunteer assignments at events.
c. Identify opportunities to advertise our Volunteer Program Nationwide:
   i. Provide ongoing support and guidance to all volunteers

4. Maintain documentation for all volunteer activities including:
   a. Volunteer records and monthly volunteer program statistics.
   b. Enter data, track and report on trends and usage of volunteer programs and services; enter evaluation data and make recommendations for enhancements in operations annually and as needed.
   c. Work with designated ACHA staff to ensure all Program “events” and registrants are entered into Raiser’s Edge Constituent Management Systems (CMS).
      i. Provide reports on a monthly and/or as needed basis.

5. Utilizing a team approach, respond to ACHA membership requests including:
   a. Respond, record, and appropriately follow up to all new membership/contact requests within 48 hours (unless during the weekend or business travel) accurately with a compassionate and professional response.
   b. Liaise with internal staff to design and execute on-line and paper-based member enrollment, welcome process, and educational materials.
   c. Review of Facebook and other social media to respond to any internet-based needs or trends with the Communications Manager.
   d. Lead, organize, and collaborate with other staff members to effectively reach ACHA’s current membership and outreach to new members with CHD-related information through membership materials, educational information, exhibits and presentations.

6. Other duties as assigned

IV. Minimum Qualifications:
   • Bachelor’s degree in Nursing or Social Work with at least 2 years of volunteer experience
     • Marketing/Communications experience a plus
   • Demonstrated ability to work effectively with diverse communities, including healthcare professionals and high-need patients and families
   • Proven ability to motivate and coordinate individuals for small projects and large-scale events
   • Demonstrated written and oral communication skills, including public speaking
   • Mastery of Microsoft Office applications
   • Ability to organize and maintain detailed records, complete necessary paperwork and meet deadlines
   • Superior organizational skills and an ability to work in a busy, multi-tasking, and collaborative environment
   • Commitment to the mission and values of the Adult Congenital Heart Association
   • Ability to travel periodically required

V. Schedule: This position is full-time at 40 hours/week, with occasional travel

VI. Compensation: Salary for this position is competitive and commensurate with experience and reviewed annually

To Apply:
Please send a cover letter, resume and salary requirements to hr@achaheart.org. Please type “Membership & Volunteer Coordinator” in the subject line.

DH 5/3/17