

**Job Title: Volunteer Engagement Specialist****Organization:** Delco Literacy**Location:** Delaware County, PA (Hybrid work schedule of remote and in-person scheduling)**Reports to:** Executive Director**Full-time | Exempt****About Delco Literacy (Delaware County Literacy Council/DCLC)**

Delco Literacy is a nonprofit organization providing free literacy services to local adults since 1975. Our programs are offered free of charge to adults who wish to improve their reading, writing, math, and English language skills so they can thrive in the workplace and community. DCLC is a leader in creating a community of lifelong learners and is recognized as an expert educational resource and valued community partner.

**Mission**

Delco Literacy empowers adults to thrive in their workplaces and communities by providing practical literacy and learning experiences.

**Vision**

Every adult in Delaware County has access to excellent literacy and learning opportunities.

**Our Values**

- Community – We build connections that strengthen and uplift.
- Collaboration – We work together toward shared goals.
- Opportunity – We create pathways for growth and success.
- Flexibility – We adapt to meet evolving needs.
- Hope – We believe in every learner’s potential.

**Position Summary**

Delco Literacy is seeking a full-time Volunteer Engagement Specialist to manage and expand our volunteer program as a primary responsibility while also supporting coordination across relevant adult education programs and special events. This role is ideal for a highly organized, relationship-focused professional who enjoys balancing volunteer engagement with hands-on program support.

The Volunteer Engagement Specialist will work closely with program staff to support initiatives that may include GED, ESL, digital literacy, and workplace readiness programs. Prior experience in adult education is a plus, but not required; training and support will be provided.

The schedule is flexible and hybrid, combining remote work with in-person responsibilities. Occasional evening and weekend availability is required to support volunteer trainings, classes, or special events.

## **Key Responsibilities**

### **Volunteer Program Management (Primary Role)**

- Recruit, train, support, and retain a growing and diverse volunteer base, including volunteer tutors and other mission-supporting roles.
- Develop and implement strategies to expand volunteer engagement and strengthen volunteer retention.
- Coordinate and facilitate volunteer onboarding and training, including both virtual and in-person sessions.
- Deliver volunteer training using an established curriculum, while bringing creativity and flexibility to how content is presented.
- Create ongoing opportunities for volunteers to connect with one another and with Delco Literacy throughout the year.
- Plan and facilitate occasional workshops or learning sessions to strengthen volunteer skills and deepen connection to the organization.
- Develop and support a Volunteer Ambassador Program for individuals who may not tutor but want to support Delco Literacy through advocacy, outreach, events, or community engagement.
- Collaborate with instructional and program staff to ensure smooth program operations and positive learner and volunteer experiences.
- Provide flexible support across programs based on organizational needs.

### **Data Management & Reporting**

- Maintain accurate volunteer and program-related records, hours, and engagement data using the Pennsylvania Department of Education (PDE) data management system.
- Ensure timely and accurate data entry to support compliance, reporting, and funding requirements.
- Use data to help inform volunteer recruitment, engagement, and program improvement strategies.

### **Qualifications**

While no one candidate will meet every qualification listed, we encourage individuals who possess many of these skills and experiences to apply. We are committed to fostering a diverse and inclusive workplace and strongly encourage people of color, women, and individuals from historically underrepresented communities to submit their applications.

- Experience coordinating volunteers, programs, or projects in a nonprofit, education, or community-based setting.
- Comfort facilitating both virtual and in-person trainings, meetings, and classes.

- Prior experience in adult education, workforce development, or literacy programs is a plus.
- Strong interpersonal and communication skills, with the ability to build relationships with diverse volunteers, learners, and staff.
- Strong organizational skills and ability to manage multiple priorities.
- Self-directed, adaptable, and collaborative work style.
- Commitment to Delco Literacy’s mission and values.

### **Work Schedule & Environment**

- Full-time position with a flexible, hybrid schedule.
- Combination of remote work and in-person responsibilities at Delco Literacy locations.
- Some evenings and occasional weekends required for volunteer trainings, classes, workshops, or events.

### **Compensation & Benefits**

Salary Range: \$52,000–\$62,000 annually, commensurate with experience, plus a competitive benefits package:

- 75% employer-paid health, dental, and vision insurance.
- Retirement savings plan with up to 3% employer match.
- Fully paid professional development opportunities
- Generous time off policy, including:
  - 10 paid vacation days
  - 10 paid holidays
  - Accrued sick time
  - Paid Winter Break (Dec 24 – Jan 1)

**Delco Literacy is an equal opportunity employer and strongly encourages applications from individuals who reflect the diversity of the communities we serve, including people of color, LGBTQ+ individuals, people with disabilities, and others from historically marginalized backgrounds.**

### **How to Apply**

Delco Literacy is proud to partner with The Hallmark Group on this search. Interested candidates should submit a cover letter and resume to [ckennedy@hallmarkgroup.org](mailto:ckennedy@hallmarkgroup.org).