



IHS Communications Specialist/Give Help Coordinator

ORGANIZATION: The Institute for Human Services, Inc.
6666 County Road 11, Bath, NY 14810-7722

REPORTS TO: IHS Executive Director

POSITION: Full-time, 37.5 hours/week

SALARY: \$32,000 - \$36,000, excellent benefits

Summary of Duties: This position will have two main areas of responsibility as follows:

Communications Specialist: Responsible for the development, implementation and coordination of IHS communication strategies and initiatives. In this capacity, the incumbent works closely with IHS management and staff in developing cross channel communication strategies and establishing a communications network with member agencies, developing and maintaining website content, electronic and print communication and integration of social media.

Give Help Coordinator: Responsible for coordinating the activities associated with the Give Help project and volunteer clearinghouse service, oversight and maintenance of Volunteer Solutions software and assisting agencies with use of the site.

Essential Responsibilities of the Position:

- Develop and implement plans to enhance the understanding, perception and image of The Institute and its programs & services.
- Build strong professional relationships with key community members, assist Institute staff with a coordinated approach to community relations management.
- Develop and edit website content, including news stories, articles and videos, identify and integrate social networking tools and communication opportunities.
- Develop and coordinate initiative to promote organizational membership and utilization of IHS technology and capacity building services.
- Develop and maintain an efficient and effective contact management system incorporating data from I&R software, staff contacts and other sources
- Coordinate the development and evaluation of the 2-1-1 Helpline Give Help project
- Oversee and maintain implementation of Volunteer Solutions software and integrated with 2-1-1 Helpline information & referral service.
- Convene the Give Help Advisory Committee.
- Communicate with and train agency staff for use of VS functions, with an emphasis on educational, youth service, hospital/other health, and social/community services.
- Research/disseminate educational materials; investigate regional volunteer recognition and promotion efforts, resource development, and volunteer engagement.
- Develop education, training & professional development opportunities as resources permit.
- Work with I&R & IHStech staff to develop/maintain a strong and efficient connection between VS database and I&R database.
- Prioritize, collect & organize profiles for supplemental organizations.
- Oversee development of a project marketing/promotion plan.
- Contact selected employers, colleges & schools for community service program information.

Minimum Qualifications

- Bachelor's degree in Business, Communication, Community Planning or related field from a regionally accredited college or university.
- Two years of full-time, paid experience in communications, business, human service delivery or related field, or equivalent combination of training and experience.
- Excellent organizational, writing, communications and multi-tasking skills.
- Technical proficiency in information management and communication technology, web-based and social media tools.

Knowledge, Skills, and Abilities

This position requires an innovative and highly motivated person who is able to work independently. The position will be very interactive with the local and regional health and human service community and public sector.

Successful candidate needs ability to identify communication needs and resources as they relate to human services organizations and the community; ability to plan and direct the work of others; excellent verbal, written and communication skills; excellent interpersonal skills; proven organizational skills; self motivated and goal oriented.

Special Requirements

Possession of a clean, valid New York State driver's license at the time of appointment, and maintenance of same throughout, reliable personal transportation.

TO APPLY:

Please email a cover letter and resume to: institute@ihsnet.org and/or send a hard copy to:

CS-GHC Position
Institute for Human Services
6666 County Road 11
Bath, NY 14810-7722

If you have question, please call 607-776-9467, ext. 214.