

CANOPY

NORTHWEST ARKANSAS

JOB DESCRIPTION

Program Type: AmeriCorps VISTA

Job Title: Volunteer Engagement Specialist VISTA

Program Start /End Date: 05/04/2026 - 05/04/2027

Full-Time 35 hrs./wk.

Job Reports to: Volunteer Manager

Location: Fayetteville, AR

Accepting Applications: 2/25/2026

General Purpose of Position

The Volunteer Engagement VISTA will strengthen Canopy's organizational capacity to support refugee families in Northwest Arkansas by expanding and improving volunteer programs that increase access to essential services. Building on existing volunteer systems and prior VISTA initiatives in Benton and Washington counties, the VISTA will enhance volunteer recruitment, onboarding, training, and outreach to improve engagement and retention. By increasing the effectiveness and sustainability of volunteer support, this project will reduce barriers and support refugee households in achieving greater stability and long-term self-sufficiency.

Essential Functions

The VISTA will work with the program coordinator to recruit volunteers and expand existing volunteer programs, including but not limited to transportation, childcare, and youth programs.

This position will produce a plan to recruit more volunteers for Canopy's programs.

- a. Become familiar with current community partners and avenues for volunteer recruitment
- b. Ensure volunteer opportunities are accessible to individuals and groups in order to broaden the volunteer base
- c. Seek out and connect with new community partners for increased opportunity for volunteer recruitment

VISTA will learn best practices for existing volunteer programs.

- a. Support onboarding practices and training of new volunteers
- b. Track onboarding status of new volunteers through digital resources, creating documented processes and records that staff can use to monitor volunteer participation, identify gaps, and maintain continuity. This strengthens Canopy's capacity to manage volunteers efficiently and ensures systems are sustainable beyond the VISTA term.
- c. Develop and organize guides, templates, and documentation for volunteer onboarding, training, and tracking processes to leave behind accessible resources that staff can maintain and update, ensuring the long-term sustainability of volunteer management systems.

This position will assess and improve existing volunteer onboarding and training processes.

VISTA will become familiar with existing volunteer onboarding and training processes

- a. Support maintenance of digital resources for volunteer management and onboarding.

The VISTA search for opportunities to improve efficiency and ease of onboarding and training

- a. Edit volunteer training presentations to include recent policy and organizational changes
- b. Evaluate how to improve the volunteer CRM and online onboarding steps
- c. Document improved onboarding and training processes, created templates and guides, and organized resources so staff can continue to use and update them after the VISTA term, ensuring long-term sustainability and strengthened volunteer management capacity.

This position will assist with community events to help recruit volunteers.

VISTA will participate in the community engagement meetings and activities to plan community events.

- a. Will document outreach strategies, meeting notes, partner contacts, and planning checklists from community engagement meetings and activities, creating resources that staff can reference for future events to strengthen organizational capacity and ensure long-term, sustainable community engagement.

VISTA will recruit volunteers and share information about volunteer opportunities at community events.

- a. Will prepare outreach materials to share with community members at events
- b. Document presentations, talking points, and outreach strategies used when sharing information about the organization, clients, and volunteering, creating resources that staff can reuse or adapt for future events. This strengthens Canopy's capacity for community outreach, volunteer recruitment, and engagement, ensuring these efforts are sustainable beyond the VISTA term.

Qualifications

Knowledge, Skills and Abilities:

- Some college education
- Basic computer skills required including accurate data entry, Google search, and use of email.
- Working knowledge of immigrant/refugee services and experience in the nonprofit sector.
- Demonstrated empathy, compassion and ability to provide high quality customer service to culturally and socio-economically diverse clientele accessing program services.
- Strong written and verbal communication and listening skills. English proficiency required.
- Accessible to reliable personal transportation in order to travel locally to job sites required.

Typical Physical/Mental Demands and Working Conditions:

- Requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies.
- Work is performed both indoors and outdoors on occasion.
- May stand or walk for extended periods.
- Speaking, hearing, and understanding English are required.

- Stooping; bending; twisting; climbing stairs; reaching; and lifting up to 50 lbs. may be required in completion of job duties.
- Must have a valid Driver's License

The above elements are intended only to summarize the general nature of the job and are not intended to be an all-inclusive description of the job or list of duties. Specific duties and responsibilities may vary by position, and incumbents may be required to perform other duties and follow other instructions in addition to those listed.

Americorps Vista Application Link:

<https://my.americorps.gov/mp/listing/viewListing.do?fromSearch=true&id=128586>

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