

Amanda (Mandy) L. Caruso-Yahne

Kansas City, MO

Work Experience:

UMKC – Dept of Social Work – Field Education Program Coordinator (Aug 2022 – present)

Hired at level of Senior Program/Project Support Coordinator in the UM System to assist the Director of Field Education in the MSW program. Manage Sonia database for tracking practicum agency relationships and student placements, tech support for students and agency partners, contract agreements, record keeping, assist with training and evaluation of field education/practicum program, and CSWE accreditation requirements. Also manage social media accounts for the department, assist with recruitment efforts, marketing materials, and community outreach.

Amethyst Place – Volunteer Manager (Jan 2019 – June 2022)

Responsible for recruiting, training and retaining volunteers to serve in various roles (tutors, mentors, teachers, movers, etc.) supporting residents as they learn to live sober, healthy lives with their children. Manage on site household pantry (stocking, organizing, inventory management, and managing partnerships with Harvesters, Happy Bottoms, and Giving the Basics). Develop and maintain relationships with churches, high schools, colleges and companies looking to serve the KC community and Amethyst Place in particular. Administrator for Amethyst Place website (WordPress based), Salesforce database and Google for Nonprofits. Assist with event planning, grant writing and reporting.

NourishKC (formerly Episcopal Community Services) – Director, Community Engagement (Nov 2015 - Jan 2019)

Directed communications, volunteer program and AmeriCorps program. Established and managed a 3500+ person volunteer program including scheduling, outreach, communications, on-site training, evaluation and retention, and setting up a database to handle personal information and data tracking. Researched past and reinitiated social media presence for the organization (advertising, regular posts, and seasonal campaigns), developed email communications in MailChimp. Expanded communications to a director level position; facilitated transition by assisting with content about volunteer & AmeriCorps programs and establishing new NourishKC brand, including core values, mission statement and vision. Managed grant for AmeriCorps VISTA positions; oversaw recruitment, hiring, training and evaluation of five AmeriCorps VISTA members serving for a 1-year term.

Lazarus Ministries – Program Manager (June 2014 - Oct 2015)

Oversaw operations for meal service programs each weekend, serving approximately 200 meals per day to working poor & people experiencing homelessness. Duties included management of part-time staff, inventory management, coordinating federal and local food programs, volunteer management and training, monthly reporting, social media interaction, and community outreach events.

Habitat for Humanity Kansas City ReStore – Store Manager (Dec. 2011-June 2014)

Oversaw daily operations of the Waldo (South KC) location retail store selling new and used donated building materials to the public. Duties included management of paid & volunteer staff, safety and building maintenance, customer service, store marketing (including in-store signage, social media & website), inventory management, cash register operations, reporting and cash handling. Use of computer programs included Microsoft Office, Google for Nonprofits, Constant Contact, MailChimp, Hootsuite, PowerPoint, Photoshop and InDesign.

Habitat for Humanity Kansas City ReStore – Assistant Store Manager (Dec. 2010-Dec. 2011)

Oversaw various aspects of daily store management, particularly focusing on social media (Facebook, Pinterest and Twitter), website management, in store promotions, customer service, operating cash register, and managing part time and volunteer staff ; worked with volunteer manager recruiting, training and retaining volunteer staff; provided excellent customer service to shoppers and donors; assisted store manager with daily store operations, including inventory management, signage, safety and maintenance of building, scheduling, etc.

Habitat for Humanity Kansas City – Outreach Coordinator & Faith Relations (Aug 2008 - Dec 2010)
Oversaw AmeriCorps program (recruiting, hiring, training & managing members, administrative oversight, coordination with HFH International); managed “KC Cans for Habitat” recycling program; created speakers’ bureau (developed materials, recruited homeowners and volunteers, trained, scheduled); presented Habitat KC mission, goals and opportunities to private & public groups; managed electronic communications, including e-newsletters (using Constant Contact), social networks and regular updates to affiliate and ReStore websites; assisted with volunteer department duties as needed; served as staff advisor to Habitat Young Professionals KC; maintained & built new relationships with faith partners; oversaw fundraising for “House of Abraham” interfaith build; interfaith event planning.

Habitat for Humanity Kansas City – AmeriCorps Volunteer Assistant (Aug 2007 – July 2008)
Assisted in all aspects of Habitat KC’s volunteer program, including recruiting, training and scheduling individual and groups of volunteers (approximately 4,000 volunteers annually); managed volunteer database and photo archives; created volunteer e-newsletter; developed volunteer retention program; planned quarterly volunteer appreciation events; assisted with agency event planning and social media.

Saint Paul School of Theology Dana Dawson Library – Staff Worker (May 2004 – June 2007)
Part time student position primarily responsible for circulation desk; designed and maintained displays; conducted library orientations; assisted with computer/office machine issues; provided customer service and research assistance to diverse student populations (seminary students, course of study, visitors, etc.)

Midwest City Emergency Operations Center – Communications Specialist (Jan 1999 – July 2003)
Answered 911 and non-emergency phone calls from public and city personnel; Dispatched police, fire and emergency medical personnel using variety of computer and radio systems; Provided crisis intervention for callers pending emergency personnel arrival on scene; Prioritized calls, often managing several simultaneously.

Degrees Earned:

Saint Paul School of Theology – Master of Divinity with specialization in Women, Society and Church Studies (graduation May 2007)

Oklahoma City University – Bachelor of Arts with major in religion (graduation December 1998)

Continuing Education:

Kansas Leadership Center – assorted leadership development classes including Lead for Change (3-month long coaching and classroom intensive, completed Spring 2018)

OMNI Professional Development Workshops – assorted management development courses including effective communication, conflict management, HR issues, and time management (2011- 2013)

Volunteer Management Institute – certificate program thru Volunteer Center of Johnson County (Spring 2008)

Memberships, Associations and other activities:

ALIVE (Association of Leaders in Volunteer Engagement) member (2017 – 2022), marketing committee

Nonprofit Connect Philly Award (2016) for Media Relations Campaign (agency under \$1M budget)

Kansas City Women’s Chorus member/singer (Fall 2015 - present)

The Surplus Exchange – Board of Directors (July 2012 – Dec. 2015) – **Board Chair** for 2015

United Methodist Church - **Deaconess** (commissioned April 2010- present)

Nonprofit Connect member (Fall 2007-present)

AmeriCorps Alums member – national and local chapter