
Position Summary: *The Volunteer Coordinator is the liaison between the staff and clients and volunteers. This position is responsible for coordinating and utilizing volunteers to provide program support throughout the organization.*

Volunteer Coordinator

Qualifications

- High School Diploma/GED
- Two years of previous work/volunteer experience, performed at a minimum of 10 hours/week
- Previous experience in operating a volunteer program preferred
- Previous experience in supervising others preferred
- Bachelor's degree in a related field preferred
- Must have reliable transportation and current auto insurance as required by the State of Texas

Essential Duties and Responsibilities

Development:

- Work with the Community Relations Coordinator to develop a strategic plan for volunteer recruitment in Walker County, utilizing media, speaking engagements, brochures, etc.
- Participate in the development of specific plans and goals to accomplish service needs
- Identify, develop, and initiate volunteer projects to assist in overall agency operations
- Attend pertinent agency development meetings to provide representation of volunteer programs and proceedings
- Maintain compliance with agency policies, funding sources, and directives from the Community Relations Coordinator and/or Executive Directors

Statistics & Reporting:

- Complete all paperwork and reports necessary to maintain compliance with agency policies and procedures
- Compile volunteer statistic reports for different granters and internal reports
- Work with volunteers to ensure completion of monthly data entry of volunteer service data into the Integrated Tracking System (ITS)
- Implement systems to ensure completion of all volunteer paperwork, to include volunteer timesheets and client service logs

Volunteer Management:

- Oversee the functions of all volunteers and provide backup services as needed
- Effectively recruit, train, evaluate, monitor, and dismiss agency volunteers
- Facilitate regularly scheduled meetings to connect volunteers with each other and the agency
- Provide initial and ongoing training to volunteers to ensure preparation to work in his/her respective area
- Oversee scheduling of volunteers to meet the needs of the organization's program
- Recognize a volunteer's special interest and skills and implement them into programs
- Develop and maintain efforts to recognize, appreciate, and retain volunteers (thank you cards, follow up calls, formal recognition, etc.)
- Assist in problem solving any concerns related to volunteers in the organization
- Maintain volunteer files and records
- Create and maintain a workspace equipped for volunteers to carry out assigned tasks

Public Relations:

- Assist the Community Relations Coordinator in maintaining a positive relationship with other agencies, community representatives, funders and professional organizations
- Attend agency sponsored community events as needed

Program Support:

- Ensure communication throughout the agency regarding volunteer needs and volunteer resources available
- Provide monthly reports to the Community Relations Coordinator and Board of Directors to inform of monthly and YTD volunteer recruitment and training statistics
- Work with other program supervisors to coordinate volunteer special projects and volunteer participation at agency-sponsored events
- Create and maintain a job manual specific to the functions and procedures of the Volunteer Coordinator
- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients and other staff members
- Attend meetings pertinent to job performance
- Provide direct service and on-call coverage to the agency as needed to ensure 24-hour availability of quality services
- Will be placed In On-Call Rotation as well as SANE call rotation

Building and Equipment Maintenance:

- Assist in the maintenance of agency equipment
- Assist in maintaining building safety

Additional Job Duties

- All other duties as assigned
- Data entry as related to position

Personal Skills

- Ability to be flexible and change duties with short notice as needed
- Ability to understand and comply with confidentiality policies
- Ability to actively listen to needs of volunteers and organization
- Ability to remain calm while coping with crisis situations
- Ability to handle multiple tasks and prioritize workload
- Ability to organize personal work area
- Requires good verbal and written communication skills
- Ability to work independently without supervision

Physical and Sensory

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 45 lbs., perceive depth, operate a motor vehicle, and operate motor equipment
- Conditions include working closely with others, working alone, working while children are playing close by, working protracted or irregular hours

Supervisor: Community Relations Director
Work Schedule: Monday through Friday; will some include weekends
 Regular Schedule Hours 8:30-5:00 (Flex Time Policy)
 Schedules are subject to change to meet the needs of the agency
Location: Huntsville Outreach Office (Volunteer Coordinator – Walker County)
Status: Exempt

This position is made possible fully or in part by existing grant funding; continued employment and salary could be contingent on funding renewal with applicable grants

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties, or skills required for the position.

Employee

Date

Supervisor

Date