Job Description

Title: Volunteer Coordinator
Responsible to: Executive Director
Position status: Full Time

RECRUITMENT
♦ Conduct outreach at community events to recruit a diverse pool of volunteers
♦ Respond to all volunteer inquiries for the agency
♦ Maintain public listings regarding volunteer opportunities
♦ Screen and interview volunteer candidates

TRAINING
♦ Develop curriculum and related materials for all volunteer trainings
♦ Implement continuing education for volunteers

RETENTION
♦ Provide follow up and support for all volunteers
♦ Implement best practices for volunteer retention

SCHEDULING
♦ Maintain calendar for crisis line coverage by staff and Volunteer Advocates
♦ Schedule all school-based Prevention Education Volunteers
♦ Coordinate volunteers for all agency outreach and community events
♦ Serve as liaison to United Way 2-1-1 for after-hours coverage

SUPERVISION/ACCOUNTABILITY/COORDINATION
♦ Supervise all volunteers (Volunteer Advocates, Prevention Education Volunteers, Office Volunteers)
♦ Reassign or terminate volunteers as needed
♦ Conduct annual performance reviews of volunteers
♦ Maintain database for tracking and scheduling volunteers and volunteer opportunities

RECOGNITION
♦ Organize volunteer appreciation events and other recognition efforts
♦ Provide on-going support and appreciation for all volunteers

OUR VOICE TEAM MEMBER
♦ Serve walk-in clients on an as-needed basis
♦ Staff the crisis line at least three (3) day shifts per week and as needed to assure coverage
♦ Serve as the on-call staff back-up (overnight crisis line) one week per month and on an as-needed basis
♦ Maintain volunteer advocate page on website
♦ Work with staff to coordinate volunteers for specific needs as they arise
♦ Other duties as assigned
QUALIFICATIONS:

♦ Bachelor’s Degree in human services or related field
♦ Have a working knowledge of crisis intervention and prevention education
♦ Experience with volunteer program coordination
♦ Experience and ability to train, support and supervise agency volunteers
♦ Ability to work with diverse populations, demonstrating cultural competency and community awareness
♦ Strong command and knowledge of Microsoft Office and ease in adaptation to new technology
♦ Ability to work a flexible schedule
♦ Excellent communication and organizational skills
♦ Bi-lingual preferred
♦ Commitment to the Our VOICE mission and values

This is a 30-hour/week position
Deadline for submission is 5:00 pm Friday October 12, 2012
Please submit cover letter and resume in PDF format to rvoice@ourvoicenc.org
Our VOICE is an EOE.
No phone calls please.