

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.