

Job Description

Title of Position: Volunteer and Collaborations Coordinator
Reports to: Chief Program Officer/Chief Development Officer
Status: Full time, exempt

All employees are expected to support the mission of The Women's Home "to help women in crisis regain their self-esteem and dignity, empowering them to return to society as productive, self-sufficient individuals". This is accomplished in many practical ways and by expressing in everyday work behavior our core values: **Dignity – Respect for the worth of every person; Integrity – Honesty, justice consistency and ethical practice in all relationships; Inclusiveness – Diversity in those we serve, our staff and leadership; Stewardship – Wise use of talents and resources in the service of others; and Wholistic Growth – Empowering individuals to adapt creatively to changes in life.** Through honoring these core values we seek to work harmoniously with staff, clients, donors, and the community by maintaining emotional control and diplomacy during all interactions and by communicating verbally and non-verbally in an articulate and professional manner.

Position Summary: The Coordinator identifies volunteers and provides direction, coordination, and consultation for all volunteer and collaborative functions within The Women's Home. Strengthen program/development efforts and results with volunteer/collaborative services. Involve a community of supporters as described in the duties outlined below. Assist senior leadership in maintaining and enhancing collaborative partnership relations.

- I. **Essential Duties and Responsibilities** are listed below and will always include those specifically assigned by the immediate supervisor.
 - A. Develop and maintain a comprehensive recruitment, orientation, training, retention, and recognition plan for individual and group volunteers to ensure that all volunteers are knowledgeable and feel valued. Supervision of volunteer efforts is delegated to the team in the area where the volunteers are assigned.
 - B. Develop and maintain strong, positive relationships with collaborative partners ensuring that mutually agreed upon expectations are being met.
 - C. Collaborate with program and development leadership in developing and maintaining a comprehensive list of involvement opportunities throughout the organization and all campuses for individual and group volunteers and collaborative partnerships.
 - D. Develop and maintain complete and accurate records including volunteer policies, procedures, position descriptions, standards of conduct and, where applicable, criminal background checks.
 - E. Develop and provide to management monthly and annual reports on all individual and group volunteer activities to include number of volunteers, number of hours, and in-kind contribution value of service.
 - F. Develop and maintain collegial relationships with peers in the field and with area volunteer organizations to ensure best practices for our volunteer and collaborative programs.
 - G. Provide primary leadership at fairs, festivals, schools, corporations, etc. in promoting agency.
 - H. Develop and maintain appropriate collateral materials for recruitment of volunteers.
 - I. Conduct agency tours as needed.
 - J. Serve as primary point of contact for all requests to volunteer/collaborate including, telephone, voice mail, email, and written requests and ensure a timely response.
 - K. Assist, as needed, with existing Development organizations: the Partnership and Young Professionals.
 - L. Serve as primary point of contact for WAVE Day and all other agency-wide volunteer events.

II. Qualifications

Education and Experience

- A. Bachelor's degree
- B. Have 3 years job-related experience, such as working in a non-profit, managing volunteer programs, leading teams and/or organizations.
- C. Knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers

Skills

- A. Proficient in basic computer applications, including Outlook, Word, Excel, Powerpoint, Publisher etc.
- B. Record keeping and documentation skills
- C. Organization and planning skills
- D. Strong written and verbal communications.
- E. Ability to work collaboratively with volunteers from varying organizations and companies

Capabilities

- A. Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations
- B. Ability to work well with a diverse group of staff and volunteers
- C. Willingness to adjust hours to accommodate the needs of the job
- D. Ability to effectively manage a wide array of tasks, projects, and responsibilities
- E. Ability to work productively in an unstructured environment with frequent interruptions

Time Commitments

- A. Hours are generally Monday through Friday, between 9am-6pm
- B. Must be available for special events and trainings
- C. Schedule will vary based on program needs

III. Physical Requirements:

Person in this position must be able to sit, stand for extended periods of time, bend, stoop and lift up to 40 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties.