



## **Volunteer Coordinator**

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

**POSITION SUMMARY:** To recruit, train and supervise volunteers for Dunn House and Dunn House Outreach.

### **QUALIFICATIONS:**

- Bachelor's degree in Psychology, Sociology, Women's Studies or a related field preferred.
- One year experience working in direct social services required, preferably in a crisis-oriented setting.
- Experience working with volunteers preferred.
- Experience in community education preferred.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Current CPR and First Aid certification required.
- Must successfully pass a Background and Abuse Check.

### **SKILLS & ABILITIES REQUIRED:**

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- Understanding of domestic violence, sexual assault, oppression and related issues.
- Able to work in a high stress environment with women and children of diverse populations.
- Good public speaking skills.
- Good written and verbal skills.
- Good organizational and time management skills.
- Able to work with minimal supervision, take initiative and act creatively.
- Able to deal effectively with crisis situations.
- Ability to recognize and value differences related to culture, age and personal experience with team members and clients.
- Ability to establish and maintain frequent positive communication with team members, share information willingly, accept and provide feedback in a supportive, non-judgmental manner.
- Ability to respect and value work styles which differ from our own.
- Ability to handle confidential information with integrity.
- Minimize interference of personal and work-related problems.
- Exercise patience, understanding and compassion in dealing with clients, co-workers and community members.
- Demonstrates flexibility and willingness to adjust responsibilities in response to unexpected changes in workload, emergencies, and/or staffing.
- Knowledgeable about the social and cultural characteristics of the service population.

### **RESPONSIBILITIES & DUTIES:**

1. Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.

2. Maintain confidential information concerning the Agency, clients, and program organizational plans, policies and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
3. Promote the agency in a positive manner to fellow staff and the community.
4. Encourage teamwork through modeling and cooperative interaction with colleagues, volunteers, community partners, and community members.
5. Maintain a positive, professional demeanor.
6. Maintain confidential information concerning the agency, clients, and program organizational plans, policies and strategies.
7. Recruit and train volunteers in coordination with the Program Manager and other Volunteer Coordinators.
8. Responsible for ensuring coverage of shifts not covered by staff through use of volunteers, relief employees, and coordinating with other staff.
9. Determine on-going training needs of volunteers and relief staff, schedules in-services, and lectures as appropriate.
10. Responsible for hiring relief employees along with the DH Program Manager and related paperwork.
11. Responsible for ongoing supervision of relief staff.
12. Writes weekly emails to volunteers.
13. Provides on-going training and education to local schools, community organizations and social service providers in conjunction with outreach staff.
14. Monitors job performance of volunteers, giving feedback, support and corrective action as needed, actively seeking feedback on volunteer performance from other staff members.
15. Develops and maintains all forms and procedures necessary to keep volunteers efforts functioning efficiently.
16. Keep records and statistics on volunteer activities and submits monthly.
17. Position may require transportation of clients.
18. Serve as back up staff to Dunn House on a rotating basis.
19. Performs other related tasks as assigned by the Program Manager or VS Director.

Position Name: Volunteer Coordinator

Department: Dunn House Shelter, Victim Services

Supervisor: Program Manager

Revision Date:

FTE: .5                       Exempt     Non-Exempt

Position #: 1511-540DB

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.

Please include the position name and position number  
in the subject line of your email and in your cover letter.

For open positions, check our website at [www.community-works.org](http://www.community-works.org)

**Community Works is an Equal Opportunity Employer**