



## **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:** Recruit, train, and supervise volunteers throughout Advocacy Services; oversee HelpLine and its staff and volunteers who provide services; maintain a database with accurate information of regional health and social services resource information.

### **QUALIFICATIONS:**

- Bachelor's degree in Psychology, Sociology, Gender Studies or a related field preferred.
- Education and experience must include effective interpersonal and group communications, volunteer recruitment, public speaking, training, retention, program development, and crisis intervention.
- One year experience working in direct social services (preferably in a crisis-oriented setting), providing information and referral or crisis/hotline service, and/or developing and maintaining social services resource data required.
- Knowledge of social services system and governmental bodies in Southern Oregon.
- Experience working with volunteers preferred.
- Experience in community education preferred.
- Proficient with Microsoft Office software systems.
- Willingness to work flexible hours, including evenings, weekends, and holidays.
- 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.
- Understanding of domestic violence, sexual assault, oppression and related issues.
- Understanding of crisis intervention and ability to deal effectively with crisis situations.
- Able to work in a high stress environment with adults and children of diverse populations.
- Knowledge of, sensitivity to, and ability to respect and value cultures and work styles which differ from our own.
- 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 assess the needs of persons served, the resources available to meet those needs, and the legal and/or policy requirements governing service delivery to person served.
- Good public speaking, written and verbal communication skills.
- Ability to work collaboratively with other personnel or professionals.
- Good organizational and time management skills; ability to set priorities and manage multiple tasks and deadlines with minimal supervision.

- Exercise patience, understanding and compassion in dealing with clients, co-workers and community members.
- Demonstrate flexibility and willingness to adjust responsibilities in response to unexpected changes in workload, emergencies, and/or staffing.
- Familiar with community resources and how to link clients to services.
- Demonstrated ability to gather, assess, and organize data.
- Punctual, dependable, and maintain a neat professional appearance.

**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. Encourage teamwork through modeling and cooperative interaction with colleagues, volunteers, community partners, and community members.
4. Maintain a positive, professional demeanor.
5. Maintain clear and open lines of communication with Program Managers and Director to ensure the volunteer needs of individual programs are being met.
6. Work closely with the Dunn House Volunteer Coordinator to:
  - Recruit and train volunteers.
  - Co-facilitate no less than three times a year, 32-hour training sessions for new volunteers and staff.
  - Develop and maintain training materials.
  - Ensure training materials meet standards set by governing law, grant partners, and Agency policy.
  - Determine on-going training needs of volunteers, schedule in-services, and provide additional training as appropriate.
7. Regular communication with volunteers and HelpLine relief staff through weekly email newsletters as well as by phone/text, email, and interpersonal contact.
8. Monitor job performance of volunteers, giving feedback, support and corrective action as needed, actively seeking feedback on volunteer performance from other staff members.
9. Develop and maintain all forms and procedures necessary to keep volunteers efforts functioning efficiently.
10. Keep records and statistics on volunteer activities and submit necessary forms on monthly, quarterly, and annual basis.
11. Recruit and train HelpLine relief staff.
12. Select, schedule, and supervise volunteers for Community Advocacy Services, HelpLine, and HelpLine relief staff.
13. Work as a team member to maintain all services related to a 24-hour crisis intervention, domestic violence, sexual assault, resource, and referral hotline:
  - Carry a cell phone.
  - Schedule volunteers to cover shifts.
  - Phone coverage with staff/relief staff when volunteers are unavailable.
  - Collect and verify specific and detailed information about community resources for health and social services.
14. Ensure that service delivery is performed according to the program's mission, policies and procedures, and service philosophy.
15. Participate in continuous quality improvement process for program evaluation including outcome measures.
16. Adhere to requirements of grant/contracts, ethical standards, best practice standards, and policies and procedures of the Agency.
17. Meet administrative and service standards set forth by Council on Accreditation.
18. Provide leadership to the team.
19. Position may require transportation of clients.
20. Performs other related tasks as assigned by the Executive Director.
21. To support the needs of the volunteer roles, the time and office location will be divided between the Main Office and Dunn House Shelter.

Department: Advocacy Services

Supervisor: Director

Revision Date:

FTE: .5-1.0       Exempt     Non-Exempt

Position #:

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**