

POSITION DESCRIPTION

POSITION TITLE: Volunteer Coordinator
REPORTS TO: Development Director
SUPERVISES: Volunteers and Interns
FLSA STATUS: Non-Exempt

POSITION PURPOSE: This position serves as a link between the organization and the community and a link between all areas of the organization and the volunteers. It conducts outreach activities for SOS in coordination with the Development Department. It is responsible for engaging a diverse and growing pool of volunteers with a variety of volunteer opportunities that will support the achievement of SOS's mission. It ensures the motivation and the retention of volunteers by communicating with them and ensuring they are trained, appreciated, and supported. This position creates and maintains administrative processes that include tracking volunteer data and reporting.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Recruit a diverse and growing pool of volunteers.
 - Establish and maintain relationships with a wide variety of local organizations that can provide volunteers (e.g., universities, retiree groups, churches and corporations)
 - Respond to inquiries for information about SOS from the public and ensure opportunities to volunteer are communicated.
 - Recruit volunteers by representing SOS at community outreach events including presentations/public speaking, tabletop events, networking events, and agency tours.
 - Respond to volunteer inquiries and advertise volunteer opportunities on relevant websites and volunteer match programs.
- B. Perform Volunteer Screening and Intake.
 - Interview prospective volunteers to learn more about their interests, skill set, and organizational fit.
 - Complete volunteer intake paperwork including background check when required.
 - Create, update, and maintain accurate volunteer records in the database including contact information, volunteer hours and dates, and volunteer assignments.
- C. Present volunteers with a variety of opportunities to support SOS's mission.
 - Ensure volunteers are offered a variety of individual and group opportunities with both short-term and long-term options for serving.
 - Develop new opportunities for volunteers by working with program managers to identify needs that can be met through volunteerism.
 - Engage and support volunteers to organize benefits and in-kind drives to mobilize support for families SOS serves.
- D. Motivate, support, and retain SOS volunteers.
 - Ensure volunteers receive quality, task-specific and general training as well as appropriate staff support and supervision.
 - Prepare a quarterly e-newsletter to engage volunteers and foster a sense of community.
 - Follow up with ongoing volunteers within three months of start and short-term volunteers within two weeks of volunteering to inquire about their experience.

- Thank and recognize volunteers during events, Volunteer Appreciation Week, newsletter spotlights, and the SOS Volunteer of the Year award.

E. Evaluate the success of SOS's Volunteer Program

- Benchmark SOS's volunteer program against research-based best practices for volunteer management and volunteer-programs at peer agencies to ensure the highest volunteer impact, best volunteer experience, and strong volunteer retention.
- Conduct an annual volunteer feedback survey to assess and improve the program.
- Prepare an annual report for the SOS Board of Directors including the total number of volunteers, volunteer demographics, total volunteer hours and value, and aggregated results of the volunteer feedback survey.

AGENCY RESPONSIBILITIES:

1. Actively support the SOS commitment to diversity in all areas and responsibilities
2. Uphold and ensure appropriate enforcement of all agency policies and practices
3. Embrace SOS's organizational values including a commitment to working with diverse and vulnerable populations.

BASIC QUALIFICATIONS:

- B.A. or B.S. in Social Work, Public Relations, Communications, or equivalent relevant experience
- Experience in supervising and supporting volunteers strongly desired
- Experience using a database for data collection and reporting and proficiency in data management and Microsoft and Google suite products required.
- Ability to engaged people and develop and steward relationships
- Communicate the mission of the agency to varied audiences in writing, verbally, and visually. Speak and write in a clear, concise and effective manner. Speak to large or small groups with clarity and ease. Communicate effectively with people from diverse backgrounds and with individuals from all levels of the organization
- Ability to function independently as well as part of a team, to put personal preferences aside for the good of the team and the consumers the agency serves
- Ability to work independently while handling multiple priorities and working with outside stakeholders
- Work in an organized, efficient manner with a high level of accuracy, attention to detail, and follow-through. Prioritize work assignments. Set up and maintain an organized work environment
- Handle confidential information with discretion
- Maintain agreed-upon schedule of work hours in accordance with agency policies and procedures. Ability to accommodate a flexible Schedule (work on volunteer projects and events during sporadic evenings and weekends)
- Possession of own transportation to do outreach on a regular basis and possession of valid MI Driver's License in good standing that meets agency insurance standards.
- Maintain compliance with the Substance Free Work Place Act, the Privacy Act and Federal, State, and local laws regarding professional standards of conduct

I have read, understand, and accept my responsibilities as Volunteer Coordinator, as articulated in the above job description. (Please sign and return to the Human Resource Director).

Employee's Signature

Date

This description is intended to indicate the kinds of duties, responsibilities and the levels of work difficulty required of this position. It shall not be construed as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign and direct the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.