



Volunteer Coordinator Job Description

Job Title

Volunteer Coordinator

FTE

25 hours p/week

Reports To

Community Engagement Coordinator

Position Description

This position is responsible for recruiting and supervising volunteers and providing direction, coordination, and consultation for all volunteer functions within the organization, including, building and maintaining the infrastructure of the volunteer program and expanding the agency's capacity to achieve its goals through volunteer participation and retention.

Functions

Recruitment, Retention, and Recognition

- Represent and increase Casa de Esperanza's presence in the community and corporate sectors, by cultivating relationships and hosting and attending recruiting events to attract qualified applicants.
- Actively target Latin@s and other applicants of color, primarily Spanish speakers, as volunteers/interns to increase services to the community.
- Identify community outreach opportunities such as fairs, festivals, local markets and organizations.
- Develop and maintain relationships with other volunteer organizations within the area.
- Collaborate with the Marketing Manager to develop volunteer recruitment materials.
- Collaborate with Human Resources and Managers/Supervisors to create volunteer job descriptions and orientation materials.
- Conduct orientations for all volunteers in addition to providing intensive one-on-one training.
- Organize and participate in volunteer recognition programs and special events.

Program Development/Coordination

- *Centros de Información y Recursos (Minneapolis & St. Paul sites)*
 - Partner with the Community Engagement Coordinator to ensure services and support provided are relevant.
 - Provide day-to-day supervision of the Centros de Información y Recursos including scheduling of volunteer shifts.
 - Provide ongoing support and guidance for volunteers.
 - Act as a single point of contact for communications.
 - Confer with volunteers to resolve grievances and promote cooperation and interest.
 - Recruit and train a rolling base of approximately 50 volunteers (annually) for *Centro* sites.
 - Assist in fielding volunteer questions from the sites when available and ensuring back-up support when needed.
- Administration and other Programs
 - Develop and manage volunteer policies, procedures, and standards of volunteer service.

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization, including family advocacy, special events, marketing/communications, and administration/office support.
- Recommend the most efficient use of volunteers in order to meet organizational needs.
- Maintain accurate records and provide timely statistical and activity reports for purposes of planning and outcome reporting.
- Enhance and maintain a current volunteer database.
- Conduct monthly, quarterly and yearly reporting based on funder specifications and other organizational needs.
- Survey staff regularly to assess needs for volunteer assistance.
- Maintain Volunteer Service Descriptions for each volunteer assignment.
- Work with staff to develop volunteer evaluation and recognition programs.
- Continually evaluate program effectiveness.

Teamwork Environment

- Use team resources to effectively fulfill responsibilities and agency goals. Be available to other staff members for the same purposes.
- Participate in ensuring focus on agency mission and fulfilling agency goals.
- Forward agency strategy toward influencing change in the field of domestic violence.
- Promote effective communication, meeting challenges and decision-making.
- Provide ongoing coaching, training, support and an atmosphere for open communication.
- Assist coworkers in remaining outcomes-focused and grounded in a full understanding of the agency mission.
- Model leadership to sustain a positive work environment that embodies Latino cultural strengths, interdependence and communalism.

Other duties as assigned

Qualifications

Education and Experience

- Bachelors Degree or equivalent from country of origin or a combination of education and experience equivalent to this degree.
- Experience working in/with Latino Community required.
- Public speaking and group training experience preferred.

Skills and Abilities

- Self-starter with ability to implement and analyze a major initiative.
- Bi-lingual in Spanish and English required; bi-cultural experience preferred.
- Effective verbal and written skills in both English and Spanish required.
- Knowledge of the Latino community required.
- Ability to travel to various locations and work weekends or evenings as needed.
- Ability to manage multiple priorities to ensure meeting deadlines.
- Knowledge of and ability to use computers and other technical resources to effectively accomplish work.

Working Conditions

Casa de Esperanza strives for a fully inclusive work environment and does not discriminate on the basis of race, creed, color, sex, national origin, ancestry, religion, age, disability, sexual orientation, marital status, or any other protected category.

The above statements are not intended to encompass all functions and qualifications of this position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may

be required to perform other functions not specifically addressed in this job description. Casa de Esperanza may change this job description at any time without notice. Employment with Casa de Esperanza is At-Will.