



Position:	Volunteer Coordinator
Report to:	Volunteer & Academic Program Director
Hours:	40 hours per week
Schedule:	Monday-Thursday 8:00am-5:00pm; Friday 8:00am-2:30pm
FLSA Status:	Exempt
Location:	Onsite

Join a small and social justice-oriented team environment! Rose Haven has provided over 25 years of compassionate service as the only day shelter for women, children and gender expansive people. We are a femme-centered, gender-specific community that serves those most impacted by gender oppression. Our holistic approach includes meeting essential needs such as food, clothing, showers, laundry, and safety while bolstering long term empowerment through emotional support, wellness activities, and connection to resources and community. We offer low-barrier services in a trauma-informed space to guests who trust us and value their relationships with our community of staff, interns and volunteers.

The Volunteer Coordinator plays a vital role at Rose Haven, responsible for managing the volunteer program. In 2023, Rose Haven had over 400 volunteers serving in our program, with over 20,000 collective hours.

Volunteer Coordination:

- Coordinate the volunteer program and ensure volunteer coverage for all program areas
- Coordinate volunteer onboarding process with administrative tasks ranging from reviewing applications, correspondence, orientations, and scheduling
- Maintain and update volunteer files, ensuring storage timeline compliance
- Ensure orientation and training content is relevant and up to date
- Manage volunteer scheduling through Better Impact volunteer management platform
- Manage recruitment pages, and donation pickup scheduling platform
- Provide training and support to new volunteers
- Provide constructive feedback to volunteers as needed
- Participate in morning and afternoon gatherings, and volunteer debriefs
- Respond to inquiries from volunteer info emails and voice messages
- Collaborate with Volunteer & Academic Program Director to plan volunteer appreciation programs and activities
- Coordinate the annual School Supply Drive & Distribution event
- Provide planning input and support execution of Children's Holiday event
- Coordinate with development department to support volunteers for special events
- Support in-kind donation inquiries and coordinate in-kind donation partnerships

Other:

- Set and hold professional boundaries and agency policies compassionately
- Participate in staff meetings and trainings
- Support organizational special events, including guest events during service hours, approximately 3 evening events for supporters, and annual fundraiser on Mother's Day
- Other duties as assigned

Qualifications (required):

- Initiative, dependability, flexibility and strong organizational skills
- Strong and effective communication skills
- Strong knowledge of Microsoft Office and Google Workspace
- Attention to detail and accuracy related to documentation, reporting, record keeping
- Support of the mission, values, principles and community agreements of Rose Haven
- Demonstration of cultural humility toward diversity of human experience including race, religion, ethnicity, mental and physical abilities, sexual orientation, gender identity, age, education and cultural heritage
- Strong interpersonal and decision-making skills
- Demonstrated ability to work effectively in a team-based environment

Qualifications (preferred):

- Experience with volunteer management
- Lived experience related to mental health, substance use, housing insecurity, and/or being part of a marginalized community
- Bilingual (American Sign Language, Spanish, Russian, and Chinese language skills are particularly valued)

Compensation and Benefits:

\$55,000 salary

Rose Haven offers 100% employer-covered medical, vision, alternative care, and dental benefits, as well as two "buy-up" plan options. After 90 days of employment, a 3% matching 401k option is available. Rose Haven recognizes 10 paid holidays and 1 floating holiday, and has a practice of closing for 2 one-week periods during the year for staff wellness (with pay). Vacation and sick time begin accruing immediately, and vacation accrual increases with longevity. A professional development stipend is available to all staff.

Work Space Accessibility:

Rose Haven operates services on the main floor. Entrances vary from 0-3 stairs, with one staircase between the main floor and basement (where guest supplies are stored). Noise level in the building often fluctuates with direct service delivery. Lifting of 0-30 pounds and moving supplies or furniture may occasionally be requested. Parking pass provided.

How to Apply:

Please submit a resume and thoughtful cover letter to resume@rosehaven.org with the subject "Volunteer Manager" Resume review will begin February 28th, and end when the position is filled. No phone calls, please. Staff will reach out directly if interested in further assessing your fit for the position.

Equal Opportunity Employer:

Rose Haven is an equal opportunity employer and is committed to assembling a diverse, broadly trained staff. Rose Haven believes that each individual is entitled to equal employment opportunity. Individuals who hold diverse and marginalized identities are strongly encouraged to apply.