

CATEGORY: Personnel
POLICY NAME: Job Description
Volunteer Coordinator

POLICY NUMBER: 200115
ORIGIN DATE: 2/98
REVISION DATE: 09/21/18
APPROVAL SIGNATURE:

REPORTS TO: Deputy Director

WORK HOURS: 20-24 hours per week, \$18 - \$21 hourly DOE

QUALIFICATIONS:

1. Two years experience in program management.
2. Two years experience supervising employees or volunteers.
3. Strong organizational skills including ability to do detailed work quickly and with accuracy.
4. Familiarity with the common needs and motivations of volunteers, and the potential and limitations of volunteer programs.
5. Experience working with diverse populations, including people of different ages, racial groups, religious affiliations, gender identities, and the LGBTQ+ community.
6. Strong communication and management skills.
7. Sensitivity to the medical, psychological and sociological issues facing persons with HIV.
8. Experience in MS Office suite (for Mac or PC), database management, MS Outlook
8. Bachelor's Degree or equivalent experience.

PERFORMANCE STANDARDS:

1. Must communicate clearly, accurately and appropriately with volunteers, staff, residents/clients and their families.
2. Must inspire trust and confidence in volunteers, nursing staff and management staff.
3. Must generate community interest in volunteering at Our House, as reflected in a continual flow of volunteer applicants.
4. Must match volunteer interests and skills appropriately to job assignments.
5. Must demonstrate empathy, care and compassion toward residents, their families, and others in the work place when faced with difficult challenges and experiences.

JOB DUTIES:

1. Recruits, screens and, in consultation with appropriate staff, places volunteers.
2. Provides ongoing support, education and training for volunteers.
3. Is Qualified Entity Designee who conducts volunteer background checks (CRIMS) and maintains confidential volunteer information.
4. Sets up and maintains communication systems with volunteers and between volunteers and staff, including email, monthly newsletter and Facebook group
5. Attends program staff meetings weekly; writes weekly resident report for volunteers and staff.

6. Represents Our House at community volunteer functions.
7. Keeps website and Volunteer Match postings up to date and accurate for volunteer opportunities for Reception, Gardening, Medical Companions, Tod's Corner, Esther's Pantry, Kitchen, and others as needed.
8. Runs monthly volunteer hours report (including all volunteers, board, interns, committees, events, and Ambassador Council) and saves for use by other staff.
9. Assists in managing and facilitating daily operations when needed.
10. Ensures volunteers keep up to date on Food Handlers Cards and PPD Shots
11. Coordinates with Community Services Manager at Esther's Pantry and Tod's Corner including weekly in person visits. Builds and maintains visibility and relationships with volunteers at this site.
12. Ensures that the donation barrel at OH is taken over to Tod's Corner weekly.
13. Responsible to maintain a healthy and productive volunteer staff which may include releasing or placing volunteers on probation when necessary.
14. Works with Program Directors/Managers and Deputy Director to determine volunteer staffing needs, training and supervision for Our House, Esther's Pantry and Tod's Corner.
15. Works with Program Directors/Managers and Deputy Director in helping to understand dynamics of volunteer Staff and Management to assure maximum utilization of volunteers.
16. Attends monthly Nutrition Committees.
17. Conducts regular volunteer recruiting events.
18. Conduct volunteer recognition events.
19. Other duties as assigned.