

Job Title: Volunteer Coordinator

Type of Staff: Full-time, 40 hours per week

Staff Supervisor: Director of Development

Job Overview: The Volunteer Coordinator's responsibilities include recruiting and training new volunteers, keeping a database of volunteer information and skills, matching volunteers to programs that suit their skills, keeping volunteers and program staff informed, and conveying Shelter KC's mission to the public.

The Volunteer Coordinator must keep meticulous records and be passionate about volunteer work. The Volunteer Coordinator must uphold the values of Shelter KC and create training for volunteers and Shelter KC staff about the value of volunteer/staff partnerships.

The Volunteer Coordinator will play an active part in the development team's mission. This employee must be able to take a proactive approach at all times and have excellent interpersonal skills.

Job Qualifications:

Must conform to Shelter KC's "Qualifications for Employment" and support the Shelter KC "Statement of Belief" as outlined in the Employee Handbook.

Must be of strong Christian character and integrity and able to demonstrate the knowledge and skills necessary to carry out the duties and responsibilities required for this position.

Must be a "team player," willing and able to carry out the mission and vision of Shelter KC.

Must be highly computer literate with knowledge of Windows applications and Microsoft Office; must become proficient in the use of Cervis, Shelter KC's volunteer database.

Must have strong organizational, verbal, interpersonal and written communication skills.

Must exhibit strong leadership, management and mediation skills.

Must maintain regular business hours onsite throughout the workweek and be willing to work on weekends or evenings periodically.

Duties and Responsibilities:

A. Attend weekly meetings of development team, helping integrate the volunteer program into the overall vision of the team; assist in resource development and planning

- B. Maintain the volunteer database (applications, contact information, statistics, schedules, etc.), provide reports, and other information to the team upon request
- C. Process telephone, email and walk-in inquiries from potential volunteers, guiding them through the application and acceptance process
- D. Recruit volunteers for specific requests; supply volunteers for special events
- E. Interview, give tours and place volunteers
- F. Confirm and maintain volunteer schedules; print weekly volunteer schedules for various departments; confirm volunteer schedules by phone and email
- G. Communicate volunteer events, projects and activities with staff
- H. Coordinate and carry out volunteer acknowledgement and appreciation projects, especially during Volunteer Appreciation Month in April.
- I. Develop, revise and maintain Shelter KC volunteer program policies, procedures and protocols
- J. Communicate policy changes, revisions and additions to volunteers and Shelter staff and provide items of interest for Facebook posts, newsletters, e-newsletters, etc.
- K. Coordinate and oversee group and individual volunteer events, projects and activities of all sizes with key staff and other players
- L. Coordinate and carry out periodic activities for volunteers to train on Shelter policies and procedures and engage with program staff
- M. Create and send monthly volunteer e-newsletter, *Volunteer Voice*, and other e-blasts as needed
- N. Assist with other Shelter KC service opportunities as time allows
- O. Create and engage in activities that proactively engage new volunteers

Volunteer Coordinator Requirements:

- Must be creative, a self-starter, and self-motivated
- Experience in volunteering and recruitment.
- Working knowledge of databases.
- Excellent communication and interpersonal skills.
- Excellent organization and team building skills.