

ROWAN HELPING MINISTRIES
JOB DESCRIPTION

VOLUNTEER COORDINATOR

GENERAL RESPONSIBILITIES

The Volunteer Coordinator is responsible for recruiting, scheduling, training and retaining volunteers. The focus of this position is on all volunteer opportunities within Rowan Helping Ministries. This is a full-time, hourly position that reports directly, and works closely with the Community Relations Manager. This position is eligible for benefits.

The duties and responsibilities of this position require approximately 32-40 hours per week. The hours must be flexible to meet the needs of all programs. Some weekends will be required.

FUNCTIONAL RESPONSIBILITIES

- Volunteer recruitment & scheduling
- Volunteer training & support
- Volunteer appreciation & retention
- VolunteerHub Administration & Community Connections

SPECIFIC RESPONSIBILITIES

- Implement a volunteer recruitment plan with emphasis on churches, civic clubs, businesses, schools and other community organizations. This includes interviewing, orientation, training, mentoring, placement, and follow up of volunteers for all Rowan Helping Ministries, which includes Crisis Assistance Network (CAN), Food Pantry (USDA Packing), Food for Thought, Jeannie's Kitchen, Clothing Center, Life Coaching, Administrative Support and Third Parties.
- Create 'pathways' for volunteers to progress in both skill and responsibilities, beginning with identifying 'first serve' opportunities, and developing toward volunteer-supervisor and -trainer opportunities for volunteer candidates who meet criteria.
- Provide volunteer management training and support for staff who work with volunteers regularly. Support a culture of volunteer appreciation, training and support.
- Schedule volunteers for all program areas ensuring that all shifts are filled, and emergency volunteer contact list is maintained.
- as Assist in the planning and scheduling of special events/projects, which includes Postal Food Drive, Trick Or Treat So Others May Eat, VIP (Volunteer Involved Projects) and various fundraisers.
- Conduct a regular volunteer orientation for all new volunteers.
- Address and resolve volunteer issues/concerns, involving leadership when necessary.
- Provide follow-up and continuing support on volunteer placements.

- Coordinate with Community Partners to schedule and maintain timesheets and reporting for AARP, Work First, and Community Service Participants,
- Assist in developing and revising policies and procedures relating to the volunteers.
- Collaborate with leadership team in developing volunteer activities that will meet the needs of Rowan Helping Ministries.
- Maintain regular contact with volunteer groups through various means of communication (phone calls, letters, emails, , text, meetings, etc).
- Provide special volunteer training opportunities throughout the community that helps both existing and potential volunteers identify their interests and abilities, while matching them to appropriate opportunities with Rowan Helping Ministries.
- Plan for and implement volunteer recognition activities and events. Oversee the Volunteer Banquet in collaboration with the Executive Director.
- Establish and maintain effective working relationships between volunteers and our clients, staff, community organizations, and the general public.
- Utilize, implement and consistently monitor our online volunteer management program and assist new volunteers through registration process. Monitor monthly statistics and reports and provide to leadership regularly and when requested.
- Create community connections within Rowan County.
- Participate in community events and presentations for the purpose of volunteer recruitment.
- Perform other duties as assigned by the Community Relations Manager and/or Executive Director.

EDUCATION AND EXPERIENCE

Must be at least 21 years old. One-to-four years' experience in volunteer management preferred, with at least two years of college course work in project management, human resources, or equivalent experience. Compensation dependent on experience.

- Highly proficient in Microsoft Office, particularly Word, Excel and Outlook.
- Preferred experience with VolunteerHub or other volunteer management or customer software. Training will be provided.
- Familiar with and proficient in using a variety of means of technology to communicate with a vast and diverse audience,
- Must be compassionate and able to work with diverse people and have the ability to establish rapport with clients, volunteers and staff.
- Must possess excellent written and verbal communication.
- Must be a multitasker with a proven and high capacity for working with people from variety of different backgrounds.
- Must be detailed oriented and organized.
- Be a good listener with a friendly, understanding, empathetic, non-judgmental attitude.
- Works as part of a team.
- Must be able to demonstrate leadership and interpersonal skills and have the ability to motivate a wide range of people.
- Be able to work under pressure and meet deadlines.

- Be able to adapt in a fast-paced environment while maintaining a positive attitude.
- Must possess a vehicle, a valid North Carolina driver's license, and the ability to travel locally.

ADDITIONAL REQUIREMENTS

Should be able to stoop, lift up to 25 lbs. and consistently maneuver within the office area. This position will work primarily indoors and may require repetitive motions and long periods of sitting. However, person should be mobile to access various environments. Required to stand and walk but also must be able to sit and talk or listen.