

BAY AREA TURNING POINT, INC. – JOB DESCRIPTION

PROGRAM: Administration
REPORTS TO: Operations Director

TITLE: Volunteer Services Coordinator
FLSA Status: Exempt

HOURS: Minimum 40 weekly Hours may be flexible as necessary to achieve program objectives, tasks, activities, responsibilities and to effectively document outcome measures and variances.

SUMMARY DESCRIPTION OF POSITION:

Coordinating the agency's volunteer program which includes volunteer recruitment, volunteer retention volunteer orientation and on-boarding, special projects and monthly reporting.

RESPONSIBILITIES

Volunteer Program Coordination

- Actively recruit volunteers with an annual Volunteer Recruitment & Retention Plan with targets to meet agency needs.
 - Work with internal Volunteer Supervisors to identify and meet agency needs in utilizing volunteers
 - Conduct monthly Volunteer Orientations
 - Determine "best fit" for matching volunteer skill, interest, abilities and available time to volunteer position or activity.
 - Coordinate in-service events (quarterly)
 - Coordinate Volunteer Supervisor trainings (quarterly)
 - Maintain current Volunteer Handbook, which includes:
 - Volunteer policies and procedures
 - Confidentiality Agreements
 - HHSC Requirements
- Assist with recruitment/scheduling volunteers to work on special projects, exhibits and fundraising events.
- Maintain effective documenting, file system, and reporting systems for volunteer service.
- Coordinate annual Volunteer Awards as part of the agency's Annual Partner Breakfast.
- Serve as Project Manager of the agency's biannual Fill-the-Truck Food Drive – a large-scale special project which involves orchestrating an internal planning committee, working with event sponsors regarding logistics, facilitating staff participation and recruiting, training and managing 100+ volunteers.
- Coordinate the agency's annual Christmas Store
- Reporting: enter volunteer hours monthly in the agency's database (3RD); submit volunteer reports to Harris County (5TH) and Finance (10TH).
- Attend meetings as requested; Represent the agency in external networking opportunities.
- Maintain Volunteer Services Calendar including: Trainings, Meetings, Special Projects/Events
- Manage agency's volunteer mailbox (volunteer@bayarearturningpoint.com)
- Work with Volunteer Program Assistant with updating/posting on the agency's social media platforms; Facebook, Instagram, Twitter
- Assist with Building Coverage and Crisis Hotline.
- Other duties as necessary.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to lift, carry and move a minimum of 40 lbs. for an extended distance
- Ability to convey concepts and ideas in an orderly, sequential oral and written form
- Strong planning and organizational skills with attention to detail
- Strong communication, networking and leadership skills
- Experience in managing people and inspiring teamwork as a positive experience
- Provide model of logical judgment, motivating others and leadership
- Sensitivity to clients and the issues addressed by the agency

MINIMUM QUALIFICATIONS

- A 4 year degree in related field (preferably Communications, Marketing, Public Relations, Nonprofit Management or Business) and 2 years of experience or 6 years related successful experience that can be verified
- Prior success in program management, volunteer coordination and event planning
- Must have a clean driving record, be insurable and be able to maintain personal insurance
- Must be self-motivated, self-confident, results oriented and maintain high moral and ethical standards.
- Must demonstrate proficiency in written and oral communication and have knowledge or express interest in the areas of family violence, sexual assault and child/elder abuse.
- Must demonstrate proficiency in the use of Microsoft Word, Excel and Power Point.
- Must have good working knowledge of tracking/information management databases.
- Must be willing to work outside of the agency's normal business hours (Monday – Friday 8:30 am to 5:30 pm) to achieve program needs.

By signing below, I verify that I have read and understand the job description of the and agree that these are the elements, tasks, responsibilities and expectations of the Volunteer Services Coordinator is a mandatory part of this job description. This job description is not at all inclusive and the agency reserves the right to change without notice. Changes in the job description do not necessarily indicate a change in hours, title and, or rate of pay.

Signature of Employee

Date

Signature of Supervisor

Date