



Job title: Volunteer Coordinator

Reports to: Director of Community Outreach and Engagement

FLSA Status: Hourly, Non-Exempt

Employment Status: Full-time regular

Oversees/Manages: Volunteers

Summary of Responsibilities

The Volunteer Coordinator's main responsibility is to ensure that the organization has appropriate volunteer resources to assist in the delivery of the organization's programs and services. This individual must perform a variety of duties involving recruitment, training, retention, and program planning. This includes providing guidance, support, resources, and tools to staff who supervise volunteers' daily assignments. The person in this role exhibits excellent emotional regulation and communication skills and has an optimistic view of the local community.

Essential Duties

- Understands diversity is a strength, equity is non-negotiable, inclusion is our obligation, and embodies this understanding in all interactions with internal and external stakeholders
- Develops and implements programs designed to recruit volunteers and fosters
- Develops and offers regular on- and off-site volunteer recruitment events
- Recruits and provides volunteers in support of specific organizational initiatives
- Develop and implement strategies to recruit the right volunteers with the right skills
- Oversees the flow of incoming volunteers (individuals, organizations, community service, and court-ordered service), including assignments throughout the organization
- Works with marketing to post advertisements for the volunteer program
- Works with the Humane Education Manager to develop and implement youth volunteer and education programs.
- Oversees and schedules online volunteer orientation on a regular basis throughout the year
- Provides guidance and technical assistance to department/program managers as they develop and implement specific volunteer training protocols
- Coordinates with department/program managers to schedule training events
- Researches and writes volunteer policies and procedures, including risk assessments
- Maintains and regularly updates the volunteer Facebook page
- Listens to and addresses volunteer feedback in an appropriate and timely manner
- Provides ongoing appreciation efforts to recognize volunteer contributions
- Hosts quarterly volunteer meetings to provide updates and solicit feedback
- Plans and hosts the annual volunteer party
- Creates and distributes a monthly volunteer newsletter
- Provides regular updates to all volunteers through email
- Develops and implements goals and objectives for the volunteer program
- Keeps up to date with legislation and policy related to volunteering

- Meets regularly with department managers to determine volunteer needs
- Provides conflict resolution between managers/staff and volunteers
- Provides training to staff to ensure cooperation and teamwork with volunteers
- Assists the Empties for Animals Program in teaching interested staff and board members on the proper ways to sort bottles and cans, and identifies key volunteers to cover important shifts
- Assists in loading the truck, effectively, efficiently, and safely, and keeping bottles and cans area clean, safe, and well organized to ensure all volunteers have a positive experience
- Provides necessary data and reports to the Director of Community Outreach and Engagement
- Serves as a spokesperson for MHHS at functions relating to the Volunteer Program
- Professionally represents the MHHS' mission, vision, and values at all times
- Submits annual program budget requests
- Manages budgets and resources, including the reimbursement of expenses
- Purchases and inventories volunteer t-shirts, lanyards, name badges, and other supplies
- Takes immediate action to address any safety concern or noncompliance of safety rules
- Other duties as assigned

Qualifications

- **Prior Experience:** Two years of consistent work experience (one year of work experience may be substituted by an associate or bachelor's degree in a relevant field); experience overseeing staff or volunteers preferred
- **Education:** High school diploma or GED required
- **Credentials:** No specific credentials required
- **Hard Skills:** Leadership and supervision; basic computer literacy and familiarity with Microsoft Office Suite
- **Soft Skills:** Excellent emotional regulation; empathy; conflict resolution; strong communication; team focus; flexible and creative problem solving; decisiveness; dependability; organization; time management
- **Availability:** Tuesday through Friday 10:00-6:00 pm, Saturday 8:30-5:00 pm; this is an in-person position with no expectation of remote work allowances

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The person in this position is regularly required to:

- Use hands and fingers, talk and hear
- Stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch
- Lift and/or move up to 40lbs
- See clearly, with or without corrective lenses, up close, at a distance, peripherally, and perceive depth and color

Working Conditions

- Working hours are subject to change based on the needs of the organization
- Alternate schedules, nights, and holidays may sometimes be required
- Work will take place in a variety of environments including medical offices, administrative offices, operational areas, and offsite, including outdoors

- The noise level in the work environment is usually moderate, and hearing protection is available where noise exceeds acceptable levels
- While performing the duties of this job, the position will be exposed to animal odors, animal wastes, chemical cleaning agents, and airborne particles

Employee Print Name

Employee Signature

Date