



## **Volunteer Coordinator**

### **JOB DESCRIPTION**

**Department:** Client Services

**Reports to:** Client Services Director

**Status:** Full-Time

#### **Position Summary:**

The Volunteer Coordinator supervises, recruits, trains, and provides direction for volunteers within Choices.

#### **Supervisor:**

The Volunteer Coordinator reports to the Client Services Director. There will be a yearly written and oral evaluation as well as regular one-on-one meetings with the Client Services Director.

#### **Supervises:**

The Volunteer Coordinator supervises all Choices volunteers.

#### **Qualifications:**

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
2. Exhibit strong commitment to the sanctity of all human life.
3. Be committed and live by Biblical sexual ethics. Specifically, abstinence outside of marriage and fidelity within marriage.
4. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization.
5. Be able to respect and keep information confidential.
6. Be dependable, punctual, and committed to the ministry of Choices.
7. Good management skills and ability to motivate others.
8. Excellent writing, speaking and communication skills.
9. Strong organizational and administrative skills.
10. Working knowledge of MS Office and Excel.

11. Problem solving skills including ability to confront in love.
12. Experience in volunteering.
13. Experience in recruiting through various channels.
14. Be able to provide spiritual leadership, discipleship, and support to volunteers.
15. Be able to carry out responsibilities with little or no supervision and complete tasks as requested.
16. Excellent relational skills with all types of people.
17. Ability to handle sensitive client care with confidentiality and sensitivity.
18. Professional and courteous in tone and information delivery.
19. Adaptability, flexibility, and ability to see change as an opportunity rather than an obstacle.

## **Responsibilities**

### **Onboarding:**

1. Source and recruit volunteers using various techniques (Social Media, Networking, etc.).
2. Serve as primary point of contact for all requests for volunteering. Ensuring all requests receive a timely response. Sending applications and scheduling interviews as appropriate.
3. Conduct and supervise the interview, orientation, and onboarding of new volunteers.
4. Collect information on availability and skills.
5. Develop and maintain complete and accurate records of all volunteers including volunteer policies and procedures, volunteer position descriptions, new volunteer packets, training progress, standards of conduct and background checks.
6. Effectively communicate the responsibilities and the requirements necessary to fulfill volunteer roles to potential volunteers.
7. Survey Staff regularly to assess ongoing needs for volunteers.
8. Attend recruiting events within the community to attract qualified volunteers.

### **Retention:**

1. Schedule trainings for Family Services and Medical Services Volunteers (Individual and group).
2. Utilize and develop training methods that align with the mission and the vision of Choices.
3. Oversee volunteer scheduling for Family Services and Medical Services in partnership with Center Managers.
4. Initiate and foster frequent communication with volunteers.
5. Keep and manage records of volunteers' information and volunteer history.
6. Evaluate volunteers annually to give encouragement and constructive feedback.
7. Organize and participate in volunteer recognition programs and special events (Christmas Party, Volunteer Appreciation Week, Volunteer Anniversaries, etc.).

8. Develop/Maintain monthly engagement program with current volunteers to include upcoming events, client prayer requests, and the volunteer Facebook page.
9. Work with Center Managers in developing a client satisfaction survey to measure efficacy and effectiveness of volunteer training and services provided.
10. Develop and maintain relationships with other organizations to ensure best practices for volunteer programs.

**Client Services – General:**

1. Mentor and counsel clients and patients as needed to stay current, invested, and passionate.
2. Develop and present to Client Services Director, monthly and annually, reports on individual and group volunteer activities to include number of volunteers, number of hours and other significant service achievements.
3. Participate in brainstorming of yearly goals, strategic planning, etc. Help execute department goals/philosophies as set by Executive Director and Client Services Director.
4. Provide good client content (client stories, requests, stats, quotes, comments); help brainstorm content needed for direct appeals, and newsletters.

**General Staff Duties:**

As requested by your supervisor or Executive Director,

1. Attend staff meetings
2. Attend on-going training and conferences (may require travel)
3. Attend Choices events and other events as needed
4. Participate in representation to churches and organizations
5. Take an active role in the organization's network strategy, including hosting a table at the annual Choices Fundraising Banquet.
6. Commit to be an active learner, staying educated about life issues and as well as professional development.