



## **JOB DESCRIPTION**

**JOB TITLE:** Volunteer Services Coordinator

**GENERAL STATEMENT OF DUTIES:** The Volunteer Services Coordinator shall be responsible for recruiting, training and supervising all volunteer staff and interns for the Domestic and Sexual Assault Services. This position will provide direct service, clerical, maintenance, transportation and support volunteers of the agency. The Volunteer Services Coordinator shall be directly responsible to the Director of Programming.

### **SPECIFIC DUTIES:**

- Design, implement and coordinate volunteer programs responsive to the needs of the agency.
- Recruit, screen, train, assign and supervise volunteers and interns.
- Responsible to conduct Crisis Intervention and Empathy Training for volunteer staff and ALL newly hired paid staff, and determine successful completion of each participant.
- Periodic update of training manual and materials.
- Design and implement orientation program for all volunteer staff.
- Conduct volunteer meetings.
- Publish volunteer e-newsletter.
- Monitor contractual requirements of volunteer program as established by funding sources.
- Compile monthly volunteer activity statistics.
- Plan annual event(s) to honor volunteers.
- Act as liaison between volunteers and paid staff.
- Act as resource and outreach person and presenter to support all agency programs.
- Provide community education/awareness regarding agency services and domestic and sexual violence.
- Maintain accurate and current records on each volunteer.
- Provide required reports on regular and timely basis.
- Provide on call backup support for staff and volunteers as scheduled.
- Serve as resource and support person to Crisis Center.
- Must complete a minimum of 25 hours of training per year.
- Other duties as assigned.

**QUALIFICATIONS:** Bachelor's degree in social work required, Master's preferred. Individual must be self-motivated and responsible. Volunteer experience desirable. High level of ability in written and verbal communication. Experience and knowledge necessary to manage, supervise and instruct groups. Understanding of dynamics of domestic violence, sexual assault, substance abuse and empathic listening a must. Must take and pass first empathy/orientation training and CPR/First Aid training offered after hire date. Must have a valid driver's license and proof of insurance. Individual must also be willing to complete a Criminal Background check, Sex Offender Registry and CPS Registry Clearance prior to being hired. This position supervises interns and volunteers only.

**HOURS:** 9:00 A. M. to 5:00 P. M., Monday-Friday. Schedule may vary based on intern/volunteer needs (i.e. supervision meetings, observation of performance before or after business hours, empathy/orientation training)

**BENEFITS:** Health, Life, Disability.

This is an exempt status position.

### **EEO/ADA/AA Employer**

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