

Employment Opportunity

Position: Volunteer Coordinator

Summary: This position is responsible for recruiting, coordinating, developing, acknowledging volunteer efforts to support agency programs and services, and cultivating resource development.

Reports to: Vice President of Development

Responsibilities:

1. Coordinate volunteer services including recruiting, screening, and ensuring volunteers are staffed to support the various areas of operations, to include Interim Housing, Client Service Center, Career/Employment Solutions, Supportive Housing, special events, development, marketing/communication, and administration.
2. Develop and manage policies, procedures and volunteer handbook for volunteer service.
3. Communicate regularly with Program Directors to assess needs for volunteer assistance.
4. Coordinate and/or arrange with Program Directors for volunteer orientation and training.
5. Maintain accurate agency volunteer records and files, and provide timely statistical and activity reports on volunteer participation.
6. Develop and maintain volunteer service descriptions for each volunteer assignment.
7. Organize and coordinate volunteer recognition programs, annual volunteer appreciation, and volunteer acknowledgement throughout the year.
8. Coordinate community recruitment and in-kind resource efforts to obtain interested parties for volunteer service, agency needs, specific events, and refer to appropriate area of operation.
9. Screen/process in-kind donations and services, make appropriate referrals to Program Directors, and coordinate pick-up/distribution.
10. Communicate and refer all corporate and volunteer skilled services to Vice President of Development.
11. Organize and provide necessary support for assigned special events.
12. Advocate for increased community education, relationships, and solutions to benefit our client population.
13. Identify community outreach opportunities such as congregations, schools, and organizations; and maintain schedule of opportunities.
14. Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate.
15. Participates in supervision and monthly staff meetings.
16. Other duties as assigned.

Knowledge, Skills, and Abilities:

1. Ability to identify, organize and coordinate volunteers.
2. Strong customer services focus with a positive attitude.
3. Ability to respond appropriately to a variety of situations.
4. Ability to use a wide variety of social media and electronic communication tools to promote the agency mission.
5. Effective written and oral communication skills on the phone and in person.
6. Strong organizational skills with attention to accuracy and detail.
7. Good problem solving skills and ability to be solution focused.
8. Knowledge of volunteer management software program; Volgistics a plus.
9. Functions well with minimal supervision.
10. Ability to work independently and work as part of a team.
11. Knowledge of community volunteers and organizations.
12. Computer literacy in Microsoft Office Suite products (Word, Excel, Power Point, etc.).

Qualifications:

1. Bachelor's degree preferred; or an equivalent combination of training and experience.
2. Minimum of two years experience with community volunteer outreach activities, development, and/or public speaking.

Other:

1. Provide own transportation.
2. Willing to work occasional evenings or weekend hours.

Classification Status: Full-Time Non-Exempt

To apply, please email cover letter and resume to hr@dupagepads.org , listing "Volunteer Coordinator" in the subject line.