



Transforming Parents' Lives. Improving Children's Futures.

Volunteer Coordinator

Summary/objective:

Responsible for recruiting, training, scheduling and overseeing volunteers who carry out ongoing tasks that support direct service delivery by the Early Learning Center, Family Services, and other departments and at all Warren Village locations. Develops a centralized system of volunteer recruitment and deployment to empower multiple departments to achieve their goals and support the mission of Warren Village. This staff member will build out sustainable, scalable training and retention programs to ensure volunteers can maximize their experience and impact.

Warren Village practices and measures diversity, equity, inclusion and culture competency as a core expectation for all positions.

Essential Functions and Responsibilities:

• Volunteer Recruitment and Administration

- Develop and implement an outreach plan to recruit volunteers for ongoing program and administrative support.
- Recruit, screen, and train individual volunteers for short- and long-term assignments.
- Respond and track all volunteer inquiries, conduct interviews, onboarding and background checks accordingly, and place candidates for appropriate volunteer work.
- Create and maintains a catalogue and annual calendar of volunteer opportunities (including potential 'Day of Service' opportunities) based on regular check-ins with all departments, for all locations. Track all opportunities to completion or expiration.
- Develop and oversee process and communications for staff from all departments to request individual or group volunteers, services or program support needs.
- Develop and maintain volunteer policies, procedures and standards of volunteer services, including guidelines for operation of 'Day of Service' opportunities. [i.e. safety, age limit, staff ratio, etc.]
- Create new and/or update volunteer job descriptions for ongoing program opportunities, complete with physical requirements and any associated risks.
- Schedule and confirm all ongoing volunteers (including interns). Match volunteers with opportunities that suit their skill sets and offer rewarding engagement.
- Design and implement the volunteer orientation process, content and onboarding procedures to ensure that all volunteers (including interns) receive appropriate training and complete required paperwork prior to service.
- Coordinate onsite staff supervision and contact for all volunteers during activities/events where volunteers may be working, including Life Skills class facilitation and evening childcare.
- Connect with ongoing volunteers on a regular basis to build long-term relationships, gather important feedback and optimize the volunteer journey. Build a culture of recognition and appreciation for agency volunteers.
- Troubleshoot any issues that arise involving volunteers. Recommend strategies to reduce or eliminate future issues.

- **Program Resources**
 - Research and engage with potential partner organizations that can provide ongoing direct service or program support, as per needs identified by staff; serve as a point of contact for ongoing partner organizations.
 - Collaborates with all departments to recruit, coordinate and schedule individual volunteers and community partners for participant experiences (not requiring Development Department participation).
 - Works with the Family Services team, to coordinate, schedule and confirm service for individual volunteers and community partners for Life Skills class facilitation. Curricula should reflect strategic alignment with Warren Village goals for Family Services, with design reflective of a year-long, cross-course integration and alignment, with a culturally-sensitive and Two-Generation approach.
 - Recruit, train and schedule community volunteers for weekly evening childcare needs.

- **Administrative Duties**
 - Extensive command and mastery of Volunteer Hub: maintain volunteer accounts, volunteer role selection, etc.
 - Ensure that all volunteer hours are logged appropriately in Volunteer Hub for all types of service throughout the month, including all Day of Service hours by respective staff/interns.
 - Complete monthly audit of volunteer hours in Volunteer Hub for accuracy and completion
 - Support the Community Engagement Coordinator with registrations in Volunteer Hub and background checks for 'Day of Service' volunteers.
 - Train and provide staff support on and sustain use of Volunteer Hub, volunteer policies and volunteer supervision
 - Provide timely, monthly volunteer detailed reports to development and finance departments by the 10th day of the following month including volunteer hours, new volunteers, volunteer retention, etc.
 - Manage volunteer budget.
 - With support of Communications & Marketing Manager, update volunteer opportunities, job descriptions and inquiry page information on agency website.
 - Produce volunteer newsletter in partnership with Communications & Marketing Manager and maintain contact lists.
 - Support Community Engagement Coordinator's planning of two annual volunteer appreciation events
 - In collaboration with department staff where necessary, write and submit applications for ongoing service volunteers, such as AmeriCorps roles.

Minimum Requirements:

Bachelor's degree (BA) from four-year college or university, in Human Services or related field.
(Education substitute: 2 years of related experience for one year of education.)

Preferred education and/or experience:

- Minimum of two years' experience working in a nonprofit environment
- Minimum of one year of volunteer coordination experience.
- Experience working with volunteer Hub or similar system.

Salary & Benefits: \$19.23– \$23.07 per hour DOE. Attractive benefit package including medical, dental, and vision insurance as well as a company contributed Health Savings Account and a Flexible spending

accounts, company paid Life and LTD insurance, a childcare discount in our fully accredited Early Learning Center, a matching 403(b) retirement plan and a generous PTO package.

To Apply: Interested candidates should submit the following items (as separate PDF attachments) to careers@warrenvillage.org. Subject line: **Volunteer Coordinator**

1. Resume
2. Cover letter

Only applicants selected for an interview will be contacted.

The above declarations are not intended to be an “all-inclusive” list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender identity, age, disability, marital status, or another protected category. If you have a disability or special need that requires accommodation, please contact us at careers@warrenvillage.org.