JOB DESCRIPTION

Job Title: Volunteer Coordinator **Effective Date: _____**

Department: Development **Schedule: M-F, 8AM – 5PM – some evenings/weekends may be required**

Supervisor: Director of Development **FLSA Classification: Hourly, Non-exempt**

ABOUT HARMONY HOUSE

Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with the Springfield and Republic Police Departments and the Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around, support services have the most impact on victims long-term, helping them to break the cycle of domestic violence for themselves and their families.

JOB SUMMARY:

The Volunteer Coordinator is responsible for the recruitment, training, and supervision of all volunteers and interns operating within our shelter. Additionally, the Volunteer Coordinator leads the facilitation of holiday meal groups as well as other volunteering opportunities for special events.

DUTIES/RESPONSIBILITIES:

The Volunteer Coordinator is responsible for the following:

- Volunteer and Intern Recruitment: actively seek connections with community groups, church groups, school/college groups, as well as practicum and intern programs for recruitment purposes. Recruitment activities will include speaking in front of both large and small groups.
- Community Focused: Build relationships with leadership at businesses, churches, universities, and civic clubs to form a supportive network for volunteer recruitment.
- Adhere to Processes: Personally follow and ensure enforcement of the required/approved volunteer processes. Processes include, but aren't limited to, successful completion of background checks, training, safety awareness of internal and external areas and the importance of confidentiality.
- Timely and Accurate Record Keeping: Ensure records are easily accessible and are kept in an organized manner. Records include, but aren't limited to, background checks, confidentiality agreements, training certificates, and tracking system for volunteer hours completed.
- MOCADSV Compliance: Accurate records and statistics on volunteer engagement at Harmony House are to be submitted monthly to the Missouri Coalition against Domestic and Sexual Violence.

- Multi-Department Communication: Coordinate with various departments within Harmony House to schedule and train volunteers to assist in their areas. Ensure volunteer staffing levels meet the expectation of departments.
- Regular Communication: Ensure staff is aware of volunteer and intern needs/availability.
- Review and revise training materials and Volunteer Manual as needed.
- Complete a minimum of 40 hours of training in the areas domestic violence & confidentiality as well as training within relevant job related areas during the first year of employment and 6 hours of training per year thereafter.
- Other Duties as assigned.

REQUIRED SKILLS AND ABILITIES:

- Strong written and verbal communication skills
- Adaptability and an ability to work with people from a variety of backgrounds
- Strong time-management and calendar-management skills
- Ability to meet deadlines and work in a changing environment
- Accurate data entry on a computer
- Detail oriented, organized, and able to manage multiple projects at one time
- Ability to exercise discretion and maintain confidentiality policies
- Positive attitude

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Psychology, Education, Social Work, or a related field preferred

SUPERVISORY RESPONSIBILITIES:

- Volunteers and Interns

PHYSICAL REQUIREMENTS:

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead
- Ability to lift, grasp, carry, push, or pull up to 15 pounds.
- Ability to climb stairs while carrying objects up to 10 pounds.
- Must be able to hold and grip objects
- May be subject to sitting for long periods of time
- Visual ability sufficient to operate a computer
- Specific vision abilities required include close vision, distance vision, color vision, hand eye coordination, and ability to focus.
- Hearing ability sufficient to communicate in person and by telephone
- Regularly required to sit, stand, use hangs/fingers/arms, to perform repetitive movements
- Must be able to move safely inside and outside of building.

PERSONALITY CHARACTERISTICS:

- **Conscientious:** carefully and thoroughly does their job, being very particular. Does not neglect any aspect of their job or do things carelessly. Takes pride in work.
- **Initiative:** self-motivated. Begins actions without having to be told to do so.
- **Organized:** arranges environment in a systematic manner to achieve objectives.
- **Stress Handler:** able to handle mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.
- **Verbal/Nonverbal Communication:** expresses self in a positive manner and interchanges thoughts, information and feelings orally. Is considerate, courteous, respective, and well-mannered.
- **Agreeableness:** has a great deal of interest in other people, feels empathy and concern for other people, enjoys helping and contributing to the happiness of other people, assists others who are in need of help.

OTHER:

- MUST have a current / valid driver's license and current / valid motor vehicle liability insurance. Harmony House does NOT provide insurance coverage for the employee's liability while using personal autos on agency business.
- MUST pass criminal background checks which includes fingerprinting.
- MUST pass a 5 panel drug test which includes marijuana.

ACKNOWLEDGEMENT:

I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

_____

Printed Name

_____

Signature / Date