



### *Job Description*

**TITLE:** Volunteer and Resource Coordinator

**DEPARTMENT:** Development

**REPORTS TO:** Donor & Engagement Director (DED)

**WORK LOCATION:** Sheltering Wings, some remote work is possible

**DIRECT REPORTS:** None

**COMMITTEE INVOLVEMENT:** None

**SALARY:** \$21.10/hr. to \$25.75/hr.

**POSITION OBJECTIVE:** At Sheltering Wings (SW), our services for survivors escaping domestic abuse are reliant on a competent and compassionate staff, adaptable operations and welcoming practices. The Volunteer and Resource Coordinator (VRCs) primary responsibilities are to oversee scheduling, stewardship and training of program, maintenance, event, administrative and other volunteers. The VRC will accept, and process in-kind donations and drop-offs based on evolving needs of the shelter and will serve as a direct connection between the needs of the shelter and volunteers.

### **ROLES & RESPONSIBILITIES:**

#### **Specific Duties:**

- Selects volunteers for their specific tasks, coordinates & schedules the participation of individuals, local businesses, churches and other partners volunteer opportunities at Sheltering Wings.
- Develops and maintains the volunteer training manual/handbook, reviewing annually and making changes as needed.
- Develops and implements standard orientation and continuing education of volunteers on shelter policies and procedures and appropriate trainings; reviews orientation processes and makes changes as needed.
- Receives and screens all volunteer applications, schedules and conducts all volunteer training, ensuring all volunteers have required compliance needs such as background checks, finger printing and drug screens completed before volunteering.
- Maintains a database of all records of volunteers registered, volunteer group activities and contact details, hours volunteered, and reports monthly totals appropriately.
- Evaluates and modifies the volunteer program to meet the needs of the clients, staff, and community.
- Working with Development team, builds and maintains relationships with volunteers through regularly scheduled phone calls, appreciation letters, meetings and the annual volunteer appreciation event (VRC organizes this event).
- Coordinates annual resident holiday program, holiday and special item drives and “adopt a family” program (Christmas).
- Coordinates and ensures training and supervision of all on and off-site volunteers as needed and requested. Provides detailed reports of events to the DED.
- Assists in monitoring and filling the needs of the shelter including the physical needs of residents and facilities such as food, kitchen items, Nook inventory, aftercare items, weeding, painting, furniture donation, storage and resident moves, and other projects. Schedules volunteers and groups and ensures staff support for volunteers as appropriate for these needs and size of volunteer groups.
- Trains front desk volunteers to answer the phone, drive gate and walk gate appropriately, greet guests warmly, and provide overall customer service to everyone they encounter.
- Coordinates logistics for in-kind and other donation drop offs. Records in-kind donations in donor CRM.

### **QUALIFICATIONS FOR THE POSITION:**

#### **Required:**

- Bachelor’s degree with 1+ years of experience working in a structured organization.
- In lieu of a degree, 3+ years’ experience working within administrative and/or event related role or similar.
- 1+ years’ experience working with and/or leading volunteers.
- Ability to work some evenings and weekends, as required.
- Proven proficiency in all Office 365 Products and ability to learn new software.
- Excellent interpersonal skills.
- Proven experience in a professional environment requiring organizational, computer, written and oral communication skills.
- Ability to multi-task, delegate and prioritize tasks.

- Must have a valid driver's license.
- Honor SW Mission, Vision and Statement of Faith.
- Must maintain composure and professionalism in highly stressful situations and balance multiple priorities effectively.

**Preferred, but not required:**

- Prior non-profit experience.
- Prior public speaking experience.
- Ability to speak publicly and serve as a spokesperson for the shelter professionally.

**Physical Requirements of Position:**

Must be able to sit and stand for extended periods of time, especially at events to recruit volunteers as well as have the ability to walk or move about the grounds of the shelter as needed. High energy as position does require the ability to motivate others. Must be able to operate vehicle for travel to and from client and community meetings and events in Central Indiana, with access to provide own transportation. This position requires the ability to lift up to 35lbs regularly and the ability to push and pull carts with heavy loads of items, along with the ability to place items on shelves and put away donations (including home furniture pieces) and the ability to climb stairs. While performing the duties of this job, the employee is regularly required to communicate, converse with others, express oneself and exchange information.