Job Title: Volunteer Coordinator

Department: Community Services X Exempt Revision date: 8/11/2021

**Reason position exists**:

* To recruit, schedule manage and engage a motivated core of volunteers
* To coordinate Volunteer Services and connection to appropriate programs
* To plan and facilitate volunteer programs and events and volunteers to staff events

**Key Result Areas:**

The primary accountabilities for the position include:

1. Recruit and retain an engaged volunteer base

* Develop and maintain a strong volunteer base committed to Vision Loss Resources’ mission and vision
* Recruit, train, schedule, evaluate, supervise, and recognize volunteers
* Match volunteer interest and skills to requests
* Maintain a speaker’s bureau and Ambassador Network of volunteers
* Provide outreach to schools, community groups, funding organizations, health fairs and community events.
* Plan and coordinate continuing education for volunteers

1. Connect clients with resources and activities

* Schedule delivery of volunteer services to the client, program, or staff person
* Manage client and volunteer risk during the service delivery process
* Help clients access services through VLR and identify appropriate outside resources
* Coordinate services with other agencies to facilitate additional services for clients.

1. Coordinate Volunteer Programs and Opportunities

* Work collaboratively with program managers and development to plan and execute high quality, well attended programming
* Ensure policies and practices are documented, effective and consistently applied
* Monitor program performance and service delivery
* Coordinate program planning, goal setting, metrics, and evaluation
* Plan and execute volunteer activities and outings; manage inventory and materials

1. Positively contribute to VLR’s mission, culture and values

* Help to create a community of services, skills, and support to people with vision loss.
* Make decisions in the best interest of clients, students and VLR
* Offer hospitality to every visitor and to each other
* Demonstrate VLR values in every interaction: community, service, respect and innovation
* Other duties as assigned

**I will have performed my job well when I:**

1. **Provide timely, high quality work**

* Recruit and maintain an engaged, motivated volunteer base
* Well planned, communicated and executed events
* Events are well attended and kept “fresh”, combining clients favorites with new offerings
* Respect boundaries and follow agency and regulatory policies

1. **Contribute to the team**

* Assist other employees and departments willingly
* Share relevant information with coworkers
* Follow all agency and regulatory policies and procedures

1. **Contribute to the mission**

* Help to create a community of services, skills, and support to people with vision loss.
* Contribute positively to VLR’s culture and work environment
* Demonstrate VLR core values: community, service, respect, and innovation

**Physical Demands**

* The physical demands are that of a typical office environment. Ability to do continual computer work and sit for long periods of time.
* Required to walk, stoop, bend, reach overhead frequently
* Must be able to lift, push, pull and carry 20 lbs. on an occasional basis

**Education and Experience**

* Experience in volunteer coordination
* Personal volunteer experience and/or non-profit experience
* Bachelor’s degree or equivalent experience
* Prior success developing volunteer programming
* Exceptional recruiting, public speaking, and interpersonal skills
* Education in blindness, rehabilitation services and evaluation a plus
* Valid driver’s license with regular access to a vehicle with required insurance coverage
* Exceptional project management and detail orientation
* Intermediate MS Office Skills
* Ability to work occasional nights and weekends

**Attributes:**

* Strong commitment to the VLR mission
* Good problem solving and analytical skills
* Strong communication skills and professionalism with diverse people and organizations
* Must be flexible and able to remain calm in rapidly changing circumstance

**Acknowledgement**

This job description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which may change at any time, with or without notice due to agency needs, regulatory requirements or other factors.

Employee Signature: Date:

Manager / Supervisor Signature: Date:

Position: Program Specialist, Volunteer and Community Services

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| **PHYSICAL REQUIREMENTS** | | | | | |
| **Requirement** | Never | Occasionally  15 min – 2.5 hours | Frequently  2.5 – 5.5 hours | **Continuously**  **5.5 hours +** |
| **Lift** up to 10 pounds |  | x |  |  |
| 11-24 pounds |  | x |  |  |
| 24 – 35 pounds |  | x |  |  |
| 36 – 50 pounds | x |  |  |  |
| other |  |  |  |  |
| **Carry** up to 10 pounds |  | x |  |  |
| 11-24 pounds |  | X |  |  |
| 24 – 35 pounds |  | X |  |  |
| 36 – 50 pounds | x |  |  |  |
| other |  |  |  |  |
| Push |  | x |  |  |
| Pull |  | x |  |  |
| Reach overhead |  | x |  |  |
| Climb |  | x |  |  |
| Squat/Bend |  | x |  |  |
| Sit |  |  | x |  |
| Stand |  |  | x |  |
| Balance |  | x |  |  |
| Walk/Move About |  |  | x |  |
| Grasping simple or firm |  | x |  |  |
| Keyboard Manipulation |  |  | x |  |
| Work at heights | x |  |  |  |
| Operate heavy machinery | x |  |  |  |
| Operate desk machines |  |  | x |  |
| Exposed to changes in temperature |  | x |  |  |
| Exposed to dust, fumes, gases, chemicals | x |  |  |  |
| Other |  |  |  |  |
| **PRIMARY WORKING CONDITIONS** | | | | | |
| Average Noise Exposure | Normal Office Environment | | | | |
| Equipment Operated | Normal Office Equipment | | | | |
| Working Hazards | None | | | | |
| Guide dogs may be present in the office. | | | | | |