

First Step, Inc.
Volunteer Coordinator
Position Description

Title: Volunteer Coordinator

Position: Part time, 20 hours per week, non-exempt

Reports to: Program Director

BRIEF SUMMARY OF THE POSITION:

Responsible for the overall development, implementation, management and evaluation of the organization's Volunteer Program. Develop volunteer opportunities, recruit, train, manage, sustain and evaluate volunteers. Develop training materials and develop relationships with community members to increase and maintain number of active volunteers. Strict confidentiality must be observed as it relates to client information, corporation business, executive decisions and all other personal information learned in the course of this position.

ESSENTIAL RESPONSIBILITIES: Direct Services

- Provide crisis intervention, referral sources, and information to victims and clients.
- Respond to hotline calls and assess the victim's need for services.

ESSENTIAL RESPONSIBILITIES: Volunteer Recruitment, Training, Management, Evaluation and Recognition.

With guidance from First Step Professional Consultant and staff:

1. Represent First Step and its programs through speaking engagements and networking events with community partners to recruit volunteers.
2. Develop, implement and evaluate an ongoing process to recruit, screen, train, supervise, evaluate, recognize and terminate if/when needed, volunteers who provide direct client services and other services to survivors of domestic violence and sexual assault.
3. Develop and conduct a 30-hour volunteer orientation/training (20hr class time; 10 hr on-the-job training) at least 3X a year, that includes information about family violence, sexual assault and First Step services and community resources for survivors.
4. Conduct regular volunteer meetings to keep volunteers informed of volunteer activities, opportunities and agency needs.
5. Develop training materials, including orientation power points for volunteers and for Board members at least three times/year. Develop Board Orientation Manual.
6. Recruit, manage and evaluate volunteers who provide direct services including volunteers to help answer First Step's 24-hour hotline, and to provide advocacy at hospitals to victims.
7. Coordinate volunteer participation in community oriented events such as area wide information distributions, special events, and health fairs.
8. Develop volunteer job descriptions and evaluation forms as needed.
9. Develop and keep current information on each volunteer including personal information (address, etc.), orientation/training records, status of individual volunteer (active, inactive,

pending), areas of interest, and complete history of tasks/jobs performed for First Step and hours (time sheets) donated in each

10. Maintain and update volunteer training manuals specific to volunteer areas of service.
11. Coordinate donation drives with schools, media, and service organizations to help meet the needs of clients.
12. Develop and maintain working relationships with community organizations, businesses and individuals.
13. Develop outcomes of volunteer program with Program Director and Executive Director, and implement evaluation process with assistance from Program Director.

EQUIPMENT USED:

Computer and printer, Internet, copying equipment, calculator, automobile, fax machine.

QUALIFICATIONS:

- Must have a Bachelor's degree and/or high school degree with equivalent experience working with volunteers. Personal volunteering a plus.
- Legally able to work in the United States.
- Must pass criminal background check.
- Excellent written and oral communication skills, ability to give public presentations.
- Knowledge of issues related to domestic violence and sexual assault (or willing to learn).
- Ability to make good independent decisions.
- Flexibility, personal integrity, and ability to work with others.
- Ability to maintain complete confidentiality of information regarding all employees, clients and First Step matters.
- Reliable transportation, ability to travel and work evening and weekend hours as needed.

TO APPLY: Candidates must submit *all* of the following:

1. A cover letter. Cover letter must explain specifically, how candidate's experience and education meet the requirements of this position.
2. Resume
3. Completed First Step, Inc. "Job Application" that can be found at: <http://firststep.org/>.

All three items above must be emailed, "Volunteer Coordinator Position", to: firststephr@yahoo.com. *No phone calls please.*

First Step, Inc. is committed to a policy of equal employment opportunity and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, gender or gender identity, national origin, physical or mental disability, or religion or otherwise as may be prohibited by federal and state law.