



409 Ayers Street  
Memphis, TN 38105  
901.467.0122

## **VOLUNTEER COORDINATOR**

**HOURS:** Full time-40 hours per week, Flexible to meet program goals. Will include some evenings and weekends

**SUPERVISOR:** Executive Director

### **JOB SUMMARY:**

The Volunteer Coordinator is tasked with overseeing all recruitment, training, supervision, and acknowledgement of volunteers and interns.

The Volunteer Coordinator is responsible for developing relationships with volunteers and providing day to day opportunities that engage volunteers with those experiencing homelessness. This will require community engagement with providers of volunteer opportunities through non-profits, congregations, educational institutions, and the general public.

The main goal of a Volunteer Coordinator is to ensure an organization has enough volunteers to fulfill its service mission. To meet that goal, a Volunteer Coordinator must perform a variety of duties involving recruitment, training and program planning. The Volunteer Coordinator serves as an integral member of the Community Engagement and Internal Development teams.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

### **Plan** the volunteer program

- Develop and implement goals and objectives for the volunteer program which reflect the mission of the organization
- Assess the need for volunteers to enhance programming
- Develop a budget for the volunteer program activities
- Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary

### **Organize** the volunteer program

- Develop, administer, and review policies and procedures which guide the volunteer programs and services, and reflect the overall values of the organization
- Develop and administer forms and records to document the volunteer activities
- Identify volunteer assignments that provide meaningful work for volunteers and write the volunteer position descriptions in consultation with staff as appropriate

### **Engage** volunteers

- Promote the volunteer program to gain community support of the volunteer program and the organization
- Develop and implement effective strategies to recruit the right volunteers with the right skills

- Develop and implement an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualification, and interests of the volunteers and the needs of the organization
- Implement a screening process for potential volunteers according to accepted screening standards and practices

#### **Lead** the volunteer program/service

- Train staff to work effectively and cooperatively with volunteers
- Orient volunteers to increase their understanding of the organization, its guests, its services, and the role and responsibilities of volunteers
- Ensure that volunteers are given appropriate training to be successful in their positions
- Ensure that volunteer check-in procedures are followed, and records of volunteer hours are maintained according to established procedures
- Ensure that volunteers receive the appropriate level of supervision
- Assist with conflict resolution among guests, staff and volunteers according to established procedures
- Establish and implement a process for evaluating the contribution of individual volunteers
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization
- Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the program
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Evaluate the contribution of each volunteer on an annual basis
- Prepare an annual report on the contribution of the volunteer program to the organization
- Administer and monitor expenditures for the volunteer program against the approved budget

#### **Recruit** Volunteers

When an organization needs new volunteers, the Volunteer Coordinator uses a variety of methods to attract suitable candidates. The VC may place advertisements in the newspaper, post volunteer opportunities online or attend job fairs with the hope of meeting new volunteers. Volunteer Managers also interview potential volunteers to determine if they are a good fit for the organization.

#### **Train** Volunteers

Once a new volunteer comes on board, it is the Volunteer Coordinator's responsibility to provide comprehensive training. Volunteer Coordinator often conducts orientation sessions, give new volunteers tours of the building, and helps new volunteers get settled into their roles. In some cases, the Volunteer Coordinator also teaches volunteers new skills.

#### **Create** Program Reports

Without the right data, it is difficult to determine if a volunteer program is meeting its goals. The Volunteer Coordinators collects data from volunteers and paid staff members and uses the data to create reports and distribute those reports to key personnel in the organization.

## **Schedule Volunteers**

The Volunteer Coordinator works closely with volunteers to come up with a schedule that works for everyone. If the organization has a special event planned, the Volunteer Coordinator is also responsible for ensuring the right number of volunteers is available to handle the extra work.

## **Determine the Need for Volunteers**

Some volunteers stay with the same organization for years, but others stop volunteering after just a few months. A Volunteer Coordinator must be able to anticipate these changes and plan accordingly.

### **NECESSARY SKILLS:**

- Work with a sense of integrity with regard to maintaining the required hours of work each week.
- Experience working with those experiencing homelessness and other at-risk populations.
- Experience/expertise in program planning, creative engagement and follow up evaluation.
- Ability to supervise and provide leadership to volunteers, interns and staff as assigned.
- Excellent oral and written communication skills.
- Be able to establish effective professional relationships with culturally and racially diverse staff, volunteers and guests.
- Work effectively in a team.
- Public speaking skills and willingness to represent RITI-Memphis at a variety of events.
- Ability to build, motivate, and work within an interdisciplinary team
- Knowledge of resources available in the Memphis/Shelby County area for vulnerable populations.
- Ability to manage multiple projects simultaneously and meet deadlines as required
- Enter all information into the RITI-Memphis database in a timely manner, no later than the end of business on Monday for the previous week.
- Exhibit a pride and concern for how RITI-Memphis is represented in appropriate dress and demeanor while in the work environment both with staff and volunteers and guests. This extends to any and all outside RITI-Memphis events of a public nature.
- Willingness to carry part of the load of a small staff in ensuring the building is neat and clean at the close of every shift which includes removal of trash and securing the building by checking that every door is locked.
- All other related duties as assigned
- Develop a working knowledge of Memphis and especially Shelby County resources for marginalized populations.

### **MAJOR QUALIFICATIONS:**

- Bachelor's degree in a human services field, one year of relevant experience working with individuals who are experiencing homelessness.
- Prior experience coordinating programming in a group setting.
- Working knowledge of a broad range of services needed by the population served.
- Approachable, friendly and flexible.
- Works effectively under pressure, is comfortable working with a multi-disciplinary team and independently.

- Valid Tennessee Driver's License and able to be insured under agency's vehicle is required. Reliable personal transportation required.
- Must have flexibility to work some evening and weekend hours during scheduled activities.
- Strong knowledge of computers, software and internet. (Job includes working with multiple platforms and software databases on a daily basis. Training provided.)
- Willingness to participate in continuing education opportunities as requested.
- Current TB test

**PHYSICAL ACTIVITIES AND WORK ENVIRONMENT**

- Operates equipment to include computer, telephone, faxes, copier, and motor vehicle.
- Lifts, bends and carries up to 25 lbs. regularly, occasionally up to 50 lbs. Alternates between standing and sitting.
- Be able to be on feet for several hours.
- Requires computer work on a regular basis.
- Work environment may be noisy and chaotic.
- Travel throughout Shelby County is required.

This job description is not meant to be a complete listing of professional duties or responsibilities.

Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

My signature below indicates that I have read and understand what is required of my position.

\_\_\_\_\_

Employee Acknowledgment of Receipt Date

\_\_\_\_\_

Immediate Supervisor Date

Room in the Inn-Memphis is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.