



409 Ayers Street
Memphis, TN 38105
901.467.0122

COMMUNITY ENGAGEMENT/VOLUNTEER COORDINATOR

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

SUPERVISOR: Operations Director

SALARY: \$40,000

ABOUT ROOM IN THE INN-MEMPHIS (RITI):

Room in the Inn - Memphis shelters those experiencing homelessness in a safe environment of hospitality. The RITI team strives to build community based on love and respect, welcome all as an expression of faith, and give hope and hospitality in a safe environment. When you join the RITI Team, you should enter your first day with an openness to becoming a part of this community, treating guests with dignity and responding to challenges with a focus on hospitality. Volunteers are an essential part of what we do at RITI. In addition to bringing their passions, skills, and time, they also go back out into the community and share about their experiences with others.

JOB SUMMARY:

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

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 Room in the Inn - Memphis 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.

ESSENTIAL RESPONSIBILITIES

- Develop and implement goals and objectives for the volunteer program which reflect the mission of the organization
- Organize the volunteer program using the volunteer management system (recruit, schedule, communicate, record, sustain, and manage)
- Develop and maintain a budget for the volunteer program activities
- Conduct ongoing evaluation of the programs and services delivered by volunteers
- Regularly engage with community partners to promote and recruit volunteers
- Comprehensively train staff to engage effectively and cooperatively with volunteers
- Orient and fully equip volunteers to increase their understanding of the organization, its guests, its services, and the role and responsibilities of volunteers
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization

- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Effectively collaborate and communicate with staff to ensure volunteers and interns opportunities, roles, and impacts are moving the mission of the organization forward
- Ensure a seamless and complete experience for all volunteers from inquiry to follow-up
- Prepare an annual report on the contribution of the volunteer program to the organization
- Collaborate with Internal Development to determine possibilities/connections between volunteers and donors

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
- 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.
- Strong knowledge of computers and Google Workspace. (Job includes working with multiple platforms and software databases on a daily basis. Training provided.)
- 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.

- 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.

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.

TO APPLY: Email a resume and cover letter to innkeeper@ritimemphis.org. Be sure to include the title of your desired position.