

## Volunteer Coordinator Job Description

Revised January 2023

<b>Position:</b>	Volunteer Coordinator	<b>Wage:</b>	\$22.00 - \$24.00 per hour
<b>Department:</b>	Admin	<b>Pay Basis:</b>	Bi-weekly
<b>Reports To:</b>	Chief Financial Officer	<b>FLSA Status:</b>	Non-Exempt
<b>Hours/Week:</b>	40	<b>Benefits:</b>	Full
<b>Employment Status:</b>	Regular, At Will		

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### Position Summary

The Volunteer Coordinator builds, mobilizes, and trains the YWCA Sonoma County volunteer corps around project areas pertaining to policy development, advocacy, service delivery, and staff support.

The Volunteer Coordinator leads our volunteer program by developing our volunteer pool, evaluating the skills and capabilities of each volunteer, and appropriately placing the volunteer within the organization in a manner that positively reflects the vision, mission, and goals of the YWCA Sonoma County.

### Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. Competent performance of all essential tasks is critical to the continued employment of the employee in this position.

- **Development, maintenance, and oversight of YWCA Sonoma County's volunteer corps**

Plans, implements, and supervises volunteer projects and activities based upon information regularly gathered from YWCA Sonoma County management and staff about overall agency goals, program objectives, and resource needs. Actively maintains volunteer scheduling including court accompaniment scheduling. Actively manages and oversees the court accompaniment program, participates in all court accompaniment meetings and attends court accompaniment on a weekly basis to assist the volunteers. Actively recruits and manages students interested in completing an internship with the YWCA.

- **Standardization of recruiting, assessing, and assigning volunteers**

Develops and implements recruitment plans, strategies, and marketing materials for both targeted and general recruitment. Interviews and screens volunteer applicants. Depth and nature of interviews and screenings will vary. Selects and places volunteers according to project and organizational needs and suitability and skills of the volunteers.

- **Training of volunteers and oversight of volunteer corps operations**

Orients volunteers and prepares them to perform their duties in accordance with site volunteer resources, policies and procedures. Plans and implements the 40-hour Domestic Violence Training required for all new volunteers and employees. Recruits trainers from YWCA Sonoma County staff and outside experts. Provides assignment specific instructions and tools as well as coordinates ongoing education and training on a wide range of topics and issue areas. Monitors volunteer performance and compliance with roles, responsibilities and policies; evaluates performance; develops and employs ways to recognize volunteers and consults with the CFO regarding corrective actions.

- **Progressive review/enhancement of volunteer corps**

Maintains volunteer records, tracks volunteer time devoted to projects and tasks, evaluates results of volunteer activity, and prepares regular reports and analyses based upon goals and objectives.

## **Program Management**

Maintains comprehensive Volunteer Handbook.

Stay current on new and best practices in volunteer programs and recommend adoption as appropriate.

Work with their Manager to develop and update volunteer-related policies and guidelines as needed.

Attend, promote and give presentations regarding volunteerism at community outreach events and service fairs.

Represents YWCA Sonoma County at a variety of community events.

Generate volunteerism related mailings to current and new volunteer groups.

Distribute flyers to designated sites to promote volunteer program.

Innovate new ideas to increase community participation and YWCA visibility.

Ability to share office space with co-workers.

## **Other Duties**

These are tasks that are available for reassignment should the need for reasonable accommodation arise.

- Performs other duties as requested.

## **Key Behavioral Traits**

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction, and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.
- **Organizational Culture:** A commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

## **Prerequisite Qualifications**

The candidate must meet the following criteria in order to be considered for employment in this position:

- Two or more years' experience in volunteer management, recruitment, and training, preferably in a non-profit organization. Background in recruiting/training/supervising volunteers in non-profit organizations.
- Two or more years of supervisory experience that included either project development or human resource coordination.
- Bachelor's degree in a related field or equivalent combination of education and experience preferred.
- Excellent written and verbal communication skills. Skillful and comfortable with public speaking.
- Proficiency with computer software including but not limited to Microsoft Office suite, desktop publishing and social service data reporting software.
- Ability to pass agency criminal background check, TB test and physical
- Valid driver's license, current auto insurance, ability to transport self to job-related events and education locations

### **Supplemental Qualifications**

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Proficiency in another language other than English, especially ASL, Spanish, or other locally significant languages.
- Volunteer experience of at least five years
- Access database experience (user)
- Access database experience (developer/programmer)

### **Physical Requirements**

Candidate must be able to physically:

- Walk up and down three flights of stairs on a semi-regular basis
- Driving to and from agency locations, or community events.
- Use a personal computer daily for several hours.
- Carry 30 pounds of equipment, such as display material on an occasional basis.
- Set-up, operate and break down presentation materials, including projection screens, audio/video projectors

### **Acknowledgment:**

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. The Employee may be required to follow any other job-related instructions and to perform any other job-related duties requested.

This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

YWCA Sonoma County offers a generous benefits package including paid sick leave, 16 paid holidays and a retirement plan. To apply, please send COVER LETTER along with resume to [rrosetti@ywcasc.org](mailto:rrosetti@ywcasc.org)