



### HOPE585 Job Description

<b>JOB TITLE:</b>	Volunteer Coordinator
<b>PAY RANGE</b>	\$40,000-\$52,000 per year
<b>REPORTS TO:</b>	Manager of Programs
<b>FLSA STATUS:</b> ☑	Non-Exempt
<b>TYPICAL SCHEDULE:</b>	40 hours per week, some evenings and weekends
<b>SUPERVISES:</b>	N/A

#### JOB SUMMARY

HOPE585 is seeking a compassionate and highly organized Volunteer Coordinator to recruit, onboard, and manage all volunteers, with a primary focus on mentors for teens in foster care. This individual will play a critical role in ensuring the success of our mentorship programs by fostering meaningful relationships between volunteers and the youth we serve. The Volunteer Coordinator will work to build a robust volunteer pipeline, enhance retention, and support volunteers in providing impactful, relationship-centered services.

<b>Essential Functions:</b>	<b>Percentage Time Spent</b>
<p><b>Volunteer Recruitment &amp; Outreach</b></p> <ul style="list-style-type: none"> <li>• Develop and execute strategies to recruit volunteers, with a special emphasis on identifying and onboarding mentors for teens in foster care.</li> <li>• Partner with community organizations, businesses, and local networks to expand the volunteer pool.</li> <li>• Represent HOPE585 at community events, fairs, and informational sessions to promote volunteer opportunities.</li> <li>• Help plan and carry-out Vision Tours and National FC Awareness Month events.</li> <li>• Work with staff to collect content for monthly newsletter to attract potential volunteers.</li> </ul>	20%
<p><b>Volunteer Onboarding and Training:</b></p> <ul style="list-style-type: none"> <li>• Develop and implement a comprehensive onboarding process for new volunteers, including background checks, reference checks, and orientation sessions.</li> <li>• Coordinate and facilitate training workshops to equip mentors with the skills needed to work effectively with teens in foster care.</li> <li>• Collaborate with program staff to ensure volunteers understand their roles and responsibilities. Support Mentorship staff in providing support to mentor groups as needed.</li> </ul>	20%

<p><b>Volunteer Management and Support:</b></p> <ul style="list-style-type: none"> <li>• Serve as the primary point of contact for all volunteers, providing ongoing support and addressing questions or concerns.</li> <li>• Maintain accurate records of volunteer participation, trainings, and feedback.</li> <li>• Create recognition programs to celebrate volunteer achievements and foster a sense of community and belonging.</li> </ul>	<p>20%</p>
<p><b>Program Coordination:</b></p> <ul style="list-style-type: none"> <li>• Work closely with program staff to match mentors with teens in foster care, ensuring compatibility and alignment with youth needs.</li> <li>• Regularly assess the effectiveness of the mentorship program and recommend improvements based on feedback and outcomes.</li> <li>• Collaborate with the team to plan volunteer appreciation events and activities.</li> </ul>	<p>20%</p>
<p><b>Administrative Duties:</b></p> <ul style="list-style-type: none"> <li>• Maintain an up-to-date database of all volunteers, including contact information, availability, and areas of interest.</li> <li>• Prepare reports on volunteer engagement and program impact for internal and external stakeholders.</li> <li>• Monitor compliance with organization policies, including confidentiality and child protection protocols.</li> </ul>	<p>10%</p>

**Other Duties:**

- Work with the Director of Operations and Committees on event logistics to ensure events have the necessary volunteers.
- Demonstrate cultural competence and sensitivity to ensure inclusive engagement with diverse communities.
- Maintain strong partnership with key stakeholders.
- Identify opportunities for process improvements.
- Attend all required trainings and staff meetings.

**Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.**

**Required Certifications/Experience:**

- Bachelor’s degree in social work, nonprofit management, human resources, or a related field (or equivalent experience).
- Minimum of 2 years of experience in volunteer coordination, youth mentorship, or related work. Experience with foster care systems is highly desirable.

**Required Knowledge, Skills, and Abilities:**

- Excellent communication, organizational, and interpersonal skills.
- Ability to work collaboratively with diverse groups and individuals.

- Proficient in Microsoft Office Suite and social media platforms.
- Strong relationship-building and skills that enhance connection and trust with community members, including a willingness to learn about families suffering from poverty and Adverse Childhood Experiences (ACEs).
- Values working in a diverse, team-oriented environment, compassionately serving and advocating for people with different needs and from different backgrounds, lifestyles, and cultures.
- Self-directed and ability to maintain a growth mindset.
- Maintain professional boundaries and maintain confidential information, files, and agency materials.
- Openness to feedback and supervision.
- Understand and follow complex processes and procedures as directed.

**Additional Requirements:**

- Must pass a background check.
- Availability to work evenings and weekends as needed for volunteer events and mentorship activities.
- Reliable transportation for outreach and events.

**Physical Demands & Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office and public-facing environment
- Regular speaking, hearing, communication with others
- Ability to stand for extended periods (example: up to 3-4 hours)
- Periodic driving required (example: up to 1.5 hour distance)
- Occasional lifting, up to 25 pounds

**HOPE585 Competencies**

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|------------------------------------|-----------------------|
| ● Exceptional Leadership Qualities | ● Interpersonal Savvy |
| ● Action Oriented                  | ● Peer Relationships  |
| ● Ethics and Values                | ● Self-Knowledge      |
| ● Integrity and Trust              | ● Strong Values       |

Interested candidates should send their resumes to Dr. Ashley Cross at [across@hope585.org](mailto:across@hope585.org) by February 13, 2025