

**FLSA Status:** Exempt  
**Prepared By:** Brandon Brooks  
**Job Title:** Volunteer Coordinator  
**Reports To:** Development Director  
**Prepared Date:** 7/20/23

### Summary:

The volunteer coordinator is responsible for designing a volunteer program to meet the needs of Positive Tomorrows and its clients as expressed in the Vision Statement, Mission Statement and Strategic Plan. The volunteer coordinator is the primary manager of volunteer relationships by recruiting, training and retaining volunteers. The volunteer coordinator assists with outreach and presentations in the community, including United Way activities, to increase exposure to the organization and recruit volunteers.

### Essential Duties and Responsibilities:

Specific responsibilities for Volunteer Coordination:

- Develop and maintain volunteer job descriptions for all volunteer positions according to the organization's needs.
- Develop and implement appropriate volunteer recruitment strategies to meet the organization's needs.
- Implement appropriate volunteer screening to create and maintain a safe environment for volunteers and clients by ensuring background checks and reference calls are done prior to volunteering.
- Perform volunteer screening (background & reference checks)
- Coordinates volunteer activities at Positive Tomorrows, ensuring appropriate matches are made between volunteers, job, staff and clients.
- Ensure staff members are aware of their responsibilities to all volunteers to Positive Tomorrows, including those working within their departments.
- Ensure all volunteers have the tools, knowledge and skills to carry out their volunteer duties by coordinating with staff to orient and train new volunteers, including annual training updates.
- Develop and implement an evaluation process for the volunteer program.
- Maintain accurate electronic and hardcopy records for all volunteers, including contact information, forms, background checks, interest areas, ongoing training, reviews, volunteer hours, etc.
- Implement policies and procedures for volunteers; develop and recommend new policies and procedures as needed.
- Respond to and resolve formal and informal volunteer complaints or grievances in accordance with the organizational Conflict Resolution Policy.
- Ensure smooth communication exists between volunteers and staff members.
- Develop and implement a volunteer program improvement process by gathering feedback from volunteers and staff; then collaborating with the appropriate people to improve processes.
- Produce monthly reports regarding volunteer hours and activities on behalf of Positive Tomorrows.
- Manage the volunteer appreciation process and activities.
- Collaborate with Development Director regarding the solicitation of volunteers for financial gifts.
- Manages volunteers on-site, serves as the point of contact and coordinates details of volunteer projects as needed.

Specific responsibilities for the Director of Development:

- Assists in planning and execution of donor cultivation events throughout the year.
- Assists in budget preparation.

- Participate in speaking opportunities and public appearances on behalf of Positive Tomorrows, including United Way appearances, volunteer fairs, speaking to groups and other general activities.
- Other responsibilities as requested.

### **Knowledge, Skills and Abilities:**

- Knowledge of volunteer management principles
- Knowledge of fundraising principles and management
- Knowledge of human relations principles
- Knowledge of special events planning and management
- Knowledge of database management
- Knowledge of general office procedures and processes
- Knowledge of basic office technology (i.e., database; reporting functions; Microsoft Office, particularly Word, Excel, Outlook)

### **Personal Characteristics:**

- Person of exemplary character who is deeply committed to Positive Tomorrows' mission.
- Possesses above-average written and oral communication skills.
- Flexible, well-organized and able to cope with sudden changes in plans or scheduling.
- Collaborative, open and inclusive.
- Able to excel in a dynamic work setting with multiple projects and pressured deadlines.
- Able to establish and maintain effective internal and external working relationships.
- Anticipate, understand, and respond to the needs of volunteers and staff to meet or exceed their expectations.
- Works cooperatively and effectively with others to set goals and resolve problems to enhance organizational effectiveness.

### **Competency:**

To perform the job successfully, an individual should demonstrate the following competencies :

- Analytical - Collects and researches data.
- Problem Solving - Gathers and analyzes information skillfully.
- Project Management - Develops project plans.
- Technical Skills - Shares expertise with others.
- Customer Service - Meets commitments.
- Interpersonal - Maintains confidentiality; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Demonstrates group presentation skills.
- Team Work - Able to build morale and group commitments to goals and objectives.
- Leadership - Displays passion and optimism.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Adapts strategy to changing conditions.

- Adaptability - Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

### Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**

A university degree or equivalent education and/or experience; 2 or more years successful experience in volunteer recruitment, training and support or experience in coordinating volunteers to meet an end goal.

- **Language Ability:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Math Ability:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:**

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Internet software; Project Management software and Database software.

**Supervisory Responsibilities:** Supervises volunteers.

### Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

### Physical Demands:

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.

- Must be willing to work flexible hours, including evenings and weekends.
- Must have vision and auditory abilities to operate office equipment listed above.
- Must possess a valid Oklahoma Driver's license, have reliable transportation and the ability to drive.
- Must be able to carry 25 pounds and carry a display board to presentations.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_