

## **New Horizons Shelter and Outreach Centers**

**Position Title:** Volunteer Coordinator  
**FLSA Status:** Non-Exempt  
**Office:** La Crosse Outreach Center (serves entire agency)  
**Date of Review:** May 2020

### **Summary:**

The Volunteer Coordinator is responsible for actively and consistently recruiting community volunteers and for coordinating with the local colleges to place student interns. The Volunteer Coordinator reports directly to the Program Coordinator.

### **Qualifications:**

- Embracement of the mission of New Horizons
- Leadership and supervision experience
- Excellent problem solving skills
- Strong initiative
- Self-starter and goal driven
- Positive and professional image, shows concern for people and community, demonstrates self-confidence
- Strong organizational skills and time management with attention to detail and a commitment to excellence and confidentiality
- Ability to work under the pressure of many simultaneous projects, prioritize and meet deadlines
- Excellent written and verbal communication skills
- Promotes and processes improvement
- Proficiency with Microsoft Outlook, Word, Publisher, Excel and data based computer programs

### **Hours:**

The ability to work flexible hours is necessary. The majority of hours to be worked Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Must be able to work evenings and weekends as directed by agency needs. Working more than 40 hours per week may be required for this salaried, full time position. Some travel is required.

### **Essential Duties:**

- actively recruits volunteers and interns by continuously canvassing the counties of La Crosse and Trempealeau
- facilitates and fosters relationships with field placement advisors of the colleges in an effort to offer student interns the ability to meet internship goals
- provides initial training to volunteers and interns a minimum of three times per year
- ensures that ongoing training to volunteers and interns is provided
- provides conflict resolution skills that are culturally sensitive and non-judgmental
- provides support, interaction and assistance with problem solving with volunteers, interns and staff as needed

- provides staff with assistance as needed in the supervision of program volunteers
- ensures that program needs of volunteers and/or interns are met on a timely basis
- provides volunteer and intern recognition appropriately
- Manages multiple databases to secure volunteers and interns i.e. Ugetconnected, Handshake, etc.
- is responsible to recruit, train and support volunteers for donation drives and student projects as delegated from by the Development Director
- is responsible to recruit, train and support volunteers for fundraising events in coordination with the Development Director
- is responsible for the day to day operation of item donations. Includes processing voicemail and/or computer messages related to item donations; ensuring item donations are delivered to the correct internal office and/or building
- arranges the intake item donations with donors
- directly supervises the volunteers working item donations
- is responsible for the upkeep of our organization's needs list, this includes sharing it with employees and existing and potential donors
- ensures appropriate and timely record keeping, including but not limited to entering daily data (includes computer and paper forms and regular monthly reports)
- participates in public education work within our service area as it relates to volunteer needs (may be assigned)
- participates in community collaboration by actively contributing to committees which relate directly to the Volunteer Coordinator position (may be assigned by supervisor)
- communicates concerns of the organization, volunteer and intern needs with co-workers and administration daily to ensure efficient operation of the organization. Includes but is not limited to office supplies, program needs and maintenance needs
- attends and participates in meetings within the organization (may be assigned by supervisor). Includes but is not limited to Full Staff meetings and Outreach meetings
- attends and participates on committees within the organization which relate directly to the Volunteer Coordinator position (may be assigned by supervisor)
- attends and participates in planning and is present at functions that promote the organization and access of our services (may be assigned by supervisor)
- as appropriate, will provide clients with crisis intervention; supportive and active listening; supportive counseling; Crime Victim Compensation information; educational counseling related to domestic violence and sexual assault; safety planning; and childcare needs that are culturally sensitive and non-judgmental by exercising discretion and judgment to assure the individual needs of the client are met

#### **Other Responsibilities and Requirements:**

- has reliable transportation, a valid driver's license and vehicle insurance
- is required to attend one Crime Victim Compensation (CVC) training through the Office of Crime Victim Services within one year of employment
- is committed to professional development and attends trainings as approved by the supervisor
- maintains a clean, organized and comfortable environment within the organization
- assists peers as appropriate to ensure volunteers receive a well-rounded experience

- engages in and models supportive, healthy relationships through setting boundaries and demonstrations of respect with clients, donors and co-workers
- performs other duties as assigned by supervisor

**Working Conditions:**

Work is typically performed in an office and/or business setting but is not limited to the organization’s buildings. Constant interpersonal interactions and frequent changes in duties, tasks and circumstances occur in this position.

**Acknowledgement:**

This description describes the general nature and skills required of this position. The “Essential Duties” describe the functions considered essential in the position. The description does not state or imply that these are the only duties and responsibilities assigned to the Volunteer Coordinator position.

Employees may be required to perform other duties of the organization requested or assigned by the executive director. All requirements are subject to change at the discretion of the executive director.

The working conditions listed are intended to indicate the kinds of tasks and levels of work required of the Volunteer Coordinator and shall not be interpreted as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under supervision. The use of specific terms or examples of functions shall not be interpreted as excluding other duties not mentioned that are comparable in level of difficulty.

I have read and understand the Volunteer Coordinator position description. I have reviewed the duties, responsibilities, working conditions of this position. I understand that this document does not create an employment contract between me and New Horizons Shelter and Outreach Centers. I also understand that I may at any time terminate my employment relationship with New Horizons Shelter and Outreach Centers and I equally understand that New Horizons Shelter and Outreach Centers is an at will employer.

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Employee Signature (Printed Name)

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date