

BIG BEND HOMELESS COALITION

Volunteer and Donations Coordinator

Full-Time Non-Exempt Position

\$14 – 16 per hour depending upon skills and experience

POSITION SUMMARY:

The Donations and Volunteer Coordinator is responsible for recruiting, training, matching, and scheduling group and individual volunteers. In addition to the daily maintenance of the volunteer program, the Donations and Volunteer Coordinator represents the agency at external events and builds relationships in the community and with volunteers and corporate partners. In addition, the Volunteer and Donations Coordinator will oversee the HOPE Donations Closet and food drives for the HOPE Community. The position requires a clear communicator, both verbal and written, organized with effective time management skills, demonstrating a willingness to learn and adapt, with the highest standards of behavior, detail orientation, collaborative manner, and excellent work ethic.

The schedule for this position requires both weekday, evening, and weekend hours to cover volunteer group activities, committee meetings, and events to benefit the agency. This position reports to the HOPE Director, with additional dotted line supervision provided by the Executive Director. The Donations and Volunteer Coordinator interacts with volunteers, donors, residents, and staff members in a way that fosters health, mutual respect, clear communication, empowerment, and positive self-regard.

Minimum Qualifications and Skills Required:

1. Commitment to the mission and values of the Big Bend Homeless Coalition.
2. Bachelor's degree required; bachelor's degree in social service-related field preferred.
3. Experience teaching, working with volunteers and/or organizing community activities is required.
4. Strong time and people management skills including planning, coordination and supervision are required.
5. Ability to perform physical work, including working in outdoor elements and lifting up to 35 lbs. unaided is required.
6. This position will require a highly organized individual, with excellent follow up skills. Ability to organize and maintain detailed records, complete necessary paperwork, and meet deadlines.
7. Minimum two years' experience in Human Services preferred.
8. Ability to work well with diverse groups of people, including college students, persons experiencing homelessness, the faith community, and youth. Experience working with one or more of the following: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and with those living in poverty preferred.
9. Superior 1:1 interpersonal and communication skills, including ability to foster confidence and trust, listen sensitively, and respond appropriately.
10. Ability to establish and maintain professional boundaries in working with clients, volunteers and donors.
11. Excellent written and verbal skills in the English language.
12. The successful candidate will have the ability to work well under stressful conditions, negotiate different personalities and work under competing priorities while managing a wide variety of tasks.

13. Demonstrated proficiency in using Microsoft Outlook, Word, Excel and social media applications.
14. Ability to take and edit basic photographs of volunteers, donors, and special events.
15. Must be prompt and dependable and able to work with minimum day to day supervision.
16. Must possess valid Florida Driver's license as at times the successful candidate may be required to drive for the BBHC. Excellent communication and interpersonal skills including the ability to manage crisis situations
17. First Aid and CPR certifications, (within 30 days of hire)

Duties & Responsibilities

1. Recruit, select, screen, orient, train, and schedule individual and group volunteers in accordance with HOPE Community program priorities and agency policies and procedures.
2. Maintain complete information about all HOPE Community group and individual volunteers as required by agency policies and procedures.
3. Welcome volunteer groups, ensure they are signing in, know where to go, and have the necessary materials for their volunteer experience. Ensure that all group and individual volunteer hours are recorded. Communicate problems or concerns raised by volunteers. Apprise HOPE staff about volunteer events to be held on campus.
4. Receive donations at HOPE Community. Ensure in-kind donation forms are available and being completed by staff. Coordinate outreach efforts for needed donations.
5. Update and post volunteer and MVP calendars in the RCS office.
6. Print and post flyers for upcoming volunteer events.
7. Coordinate appreciation efforts for volunteers and donors including use of social media posts.
8. Maintain volunteer handbook in accordance with agency policies and procedures.
9. Conduct outreach to recruit prospective volunteer groups.
10. Respond to questions and calls concerning volunteer opportunities with HOPE Community.
11. Other duties as assigned.