

RACS JOB DESCRIPTION

JOB TITLE: Volunteer Coordinator

Job Summary: The Volunteer Coordinator will manage all aspects of the volunteer program including recruitment, training, scheduling, record keeping, statistics and reporting. The position is also responsible for managing the public image of RACS through social media and the agency website.

Work Station: RACS Administrative Offices

Supervised by: Executive Director

Supervises: Volunteers

Volunteer Responsibilities:

1. Coordinate mass volunteer events including Days of Caring, Kids United FunFest and Serve Jeff City.
2. Create, compile and update volunteer/staff training manuals, protocols and procedures for agency, hotline and advocate volunteers.
3. Plan, organize, and conduct volunteer/staff training sessions to include the following: Agency Orientation, Basic Domestic Violence and Sexual Assault, Hotline, and Advocacy.
4. Recruit volunteers through planned events, media drives, and public speaking engagements. Facilitate application process and interview prospective volunteers.
5. Recruit, plan schedules, and supervise community service workers, high school volunteer groups and bachelor level interns.
6. Plan, organize, and conduct volunteer meetings on a regular basis to provide updated information and continuing education. Plan and implement volunteer awards and appreciation events. Supervise and provide evaluations of volunteer performance.
7. Create and maintain volunteer files; keep files updated and maintain current volunteer directory.
8. Schedule volunteers for all relevant program services (to include child care workers, hotline workers, advocates, donations organizers, and building maintenance providers.)
9. Receive, organize and store donations which are given to the agency. Maintain log of donations and send acknowledgement letters to donors.
10. Create and disseminate monthly volunteer calendar to Executive Director, Staff, and Board of Directors.
11. Maintain hotline and advocacy reporting documents from volunteer providers and file with appropriate staff as they are completed.
12. Maintain statistical data to include daily telephone log, volunteer schedules, tabulate volunteer hours/in-kind services values.
13. Maintain accurate and current records as required by funding sources and file appropriate reports as needed.
14. Maintain listings of pending needs of the agency that require volunteer activity to complete.
15. Organize or assist with organizing special projects/events related to the agency.
16. Serve as liaison between volunteer staff, Executive Director, and Board of Directors.

Public Communication Responsibilities:

1. Maintain and continue to enhance design of agency website.
2. Enhance and accelerate the use of social media including, but not limited to, Facebook, Instagram and Twitter.
3. Responsible for tracking and reporting all social media statics including followers, hits, likes, etc.
4. Maintain and enhance a consistent and positive RACS brand identity. Work at all times to keep the image of RACS as a positive one in public view

5. Manage a marketing plan including the creation of RACS-branded promotional materials and newsletters.

Other Duties and Responsibilities:

1. Take photographs at events and other key functions.
2. Maintain RACS history and update on annual basis.
3. Attend all agency required trainings throughout the year.
4. Other duties as assigned.

Knowledge, Skills, and Abilities:

Knowledge of:

- Domestic Violence, Sexual Assault and stalking programs, services and initiatives;
- Community relations principles and practices;
- Marketing and media relations principles and practices;
- Project management principles and practices;
- Social media principles and practices;;
- Respect for diverse cultures/lifestyles and problems of poverty in the community.

Skill in:

- Developing plans and managing projects;
- Developing and maintaining relationships with members of the community, government agencies, media, and business;
- Utilizing technology for communication, data gathering and reporting activities, such as social media;
- Grant and proposal writing;
- Planning and executing events;
- Oral and written communication, including public speaking;
- Expressing ideas, concepts, and plans effectively, both in oral and written forms.

Ability to:

- Understand the vision and values of RACS and to implement the mission, purpose, and goals;
- Be aware of and comply with all policies and procedures of RACS, upholding organization values and client confidentiality;
- Communicate effectively with all levels of management, board of directors, staff, and external stakeholders;
- Work as a team member;
- Maintain a high level of confidentiality;
- Deal effectively with diverse groups;
- Deal with confrontation in a constructive manner;
- Maintain professional attitude, appearance, language, and mannerisms;
- Organize time and work priorities effectively and work independently;
- Attend work site regularly and to perform duties and responsibilities.

Work Environment and Physical Requirements:

Work is generally performed in an office environment with frequent interruptions and irregularities in the work schedule. No special coordination beyond that used for normal mobility and handling of everyday objects and materials is needed to perform the job satisfactorily. Working hours may vary and occasional evening or weekend work is required. RACS is a family friendly organization that respects work-life balance and supports flexible scheduling when possible. Incumbents may be required to lift and carry up to 25 pounds. Travel between communities within the RACS service area requires the ability to drive and use of a personal vehicle.

Qualifications Required:

1. Minimum of Associate’s degree in public administration, community development, sociology, psychology or related field; OR
2. Two years’ experience in non-profit agency, public relations, communications, or sales.
3. Experience with social media and website design and management.
4. Must have a valid Missouri driver’s license and daily access to a reliable and licensed vehicle.
5. Knowledge of nine county service area.

This is a part time, 24 hour per week, position. No additional benefits are offered with this position.

EQUAL OPPORTUNITY EMPLOYER

Employee Signature

Employee Printed Name

Date

