

HOPE HOUSE OF COLORADO JOB DESCRIPTION

Mission Statement

Hope House of Colorado empowers parenting teenage moms to strive for personal and economic self-sufficiency and to understand their significance in God's sight, resulting in a healthy future for them, and for their children.

TITLE: Volunteer Coordinator, 40 hours per week, some weekend & evening hours required

REPORTS TO: Director of Development

BASIC SUMMARY: The Volunteer Coordinator (hereafter referred to as "VC") is responsible for recruitment, training, retention and appreciation of all Hope House volunteers. VC supports Program staff by providing trained volunteers to fill volunteer requests. The VC is part of the Development Team and understands and implements our Transformational Giving philosophy. The VC works with the Development Team to move champions from "P" (participation), to "E" (engagement) to "O" (Owner") and is mainly responsible for developing and implementing "P" opportunities for volunteers. The VC is the contact person within Hope House for churches, businesses and all group projects.

SPECIFIC RESPONSIBILITIES:

Volunteer Management:

- Recruits, screens and trains all Hope House Volunteers including Direct Service volunteers. A Direct Service Volunteer is defined as a volunteer who has **unsupervised** contact with teen moms and/or their children. The VC collects applications, conducts interviews, gives tours, and does reference and background checks. The VC is responsible for plugging in new volunteers for the organization.
- Responsible for passing any volunteers interested in GED tutoring, babysitting, Early Learning Program, residential house coverage, meal planning, and or driving to the appropriate internal contact after they have completed their background check and volunteer orientation.
- Responsible for volunteer appreciation, including planning the annual Volunteer Appreciation event with Development and Program team.
- Supports admin and development departments by providing/introducing interested volunteers to the appropriate staff. (Organizational volunteers, Direct Service, Fundraising and Facility volunteers)
- Provides educational volunteer trainings semi-annually.
- Responsible for maintaining volunteer metrics and reporting monthly & quarterly to Director of Development, and to PR Coordinator as requested.
- Creates position descriptions and recruits for all event volunteers, i.e. Gala, Golf Tournament, Christmas Party, and special projects.
- Manages Volunteer Teams (Under \$20 Club, Hospitality Committee, Transportation team, Meals) including recruiting team coordinators, members, and oversees appreciation for teams.
- Writes volunteer newsletter & sends out quarterly to volunteers in RE.

Administrative

- Maintain and update Volunteer Handbook including SOP's.
- Maintain volunteer database within RE with pertinent volunteer information, enters new volunteers, update contact information, etc. Run queries and reports as needed.
- Maintain database as it relates to tracking volunteer hours, volunteer application, and background check information.
- Track volunteer metrics, i.e. number of new volunteers annually, number of volunteer hours, specific services etc.
- Manage, train, appreciate personal "volunteers"

Program

- Works with ED & RPM to provide facility maintenance volunteers
- Keep updated list of volunteer opportunities
- Fill volunteer requests made by Program team
- Recruit businesses willing to offer a service to TM's (i.e. haircuts, dental visits)

Group Projects:

- Recruit and provide group projects for business groups and small groups (i.e. facility projects such as painting rooms, gardening, household maintenance).

Churches:

- Develops and maintains new and existing church relationships to volunteer at Hope House.
- Responsible for annual increase in numbers of core church relationships.

Development Department Responsibilities:

- Complete volunteer requests for projects & events assigned by the Executive Director and Director of Development.
- Assist the Development Team in moving champions through PEO by creating opportunities for them to serve and helping to identify giving opportunities.
- Manage/maintain RE in regard to volunteer information and PEO tracking.
- Development team lead on setting open house dates and coordinates hospitality needs.
- Manages the Hope Tote Signature Participation Project (SPP).

Qualifications:

- 2 years previous experience as coordinator of staff or volunteers
- Excellent communication skills, both in person and on the phone.
- Proficient computer skills, including Word & Excel, and RE.
- Good leadership skills and ability to work well within a team.
- Highly organized and detail oriented.
- Valid Colorado Driver's license, good driving record and proof of insurance.
- Must pass background check.
- Must be willing to be trained in Transformation Giving Principles.

Competencies:

- Adaptability & Flexibility – adapts to changing business needs, conditions and work responsibilities.
- Problem Solving – resolves difficult or complicated challenges.
- Champion Focus – builds and maintains Champion satisfaction with volunteer experience at Hope House.
- Self management – manages own time, priorities and resources to reach goals.
- Tact – diplomatically handles tense or challenging interpersonal situations.
- Influencing Others - Influences others to be excited and committed to furthering the organization's objectives.
- Relationship Building - Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Valuing Diversity - Helps create a work environment that embraces and appreciates diversity.
- Manages Projects – Identifies structures and directs others' work on projects or programs.
- Training & Presenting Information - Formally delivers information to groups.
- Planning & Organizing - Coordinates ideas and resources to achieve goals.
- Creative/Innovative Thinking - Develops fresh ideas that provide solutions to all types of challenges
- Leadership - Promotes organizational mission and goals, and shows the way to achieve them
- Stress Tolerance - Maintains composure in highly stressful or adverse situations.