

Florence Crittenton Services Position Description

Job Title: Volunteer and Outreach Coordinator

Department: FCS Development Department

General Description of Duties:

The Volunteer and Outreach Coordinator is responsible for the development and maintenance of volunteer support and volunteer services which expand the resources of the agency to meet the needs of the agency, staff, clients and their families.

Line of Authority:

The Volunteer and Outreach Coordinator reports directly to the Program Administrator.

Job Classification:

Full time, non-exempt

Specific Duties and Responsibilities:

- Assess agency need for volunteers and volunteer services which includes donations, contributions, individual and group volunteers.
- Develop and implement volunteer programs with an emphasis on donor development within the volunteer base.
- Develop volunteer programs and jobs to meet assessed needs of the agency.
- Request, receive, sort and acknowledge donations made to the agency; maintain efficient organization of all donation rooms.
- Recruit, screen, interview and place applicants for volunteer work, matching skills, interest and availability with agency needs.
- Design and post monthly activity, program and volunteer calendar and corresponding registration sheets.
- Conduct regular volunteer orientation and develop and provide ongoing volunteer training and support as needed.
- Manage all human resources functions of the volunteer program including the online volunteer application, volunteer personnel files, performance evaluations, and supervision.
- Develop and maintain updated policies and procedures for the volunteer program; conduct periodic formal and informal assessments of the volunteer program.
- Coordinate the volunteer recognition program.
- Maintain records and create and provide statistical reports of volunteer hours, activities and donations.
- Develop and update written job descriptions for volunteer positions.
- Create a regular communication program with volunteer base including e-newsletter and various forms of social media.
- Coordinate agency's Annual Holiday Open House and Tree Lighting events.
- Manage holiday events, client gifts, and agency holiday decorating.

- Work with a volunteer assistant to recruit and train Volunteer Ambassadors.
- Hold monthly meetings with clients to gather input for volunteer activities.
- Act as liaison between volunteers and staff and FCS Auxiliary.
- Manage Amazon wish list.
- Organize babysitter schedules.
- Attend staff and team meetings.
- Assist with special event coordination.
- Other duties as assigned.

Skills:

- Strong communication and management skills.
- Knowledge of human behavior issues as related to recruitment, motivation and retention of volunteers.
- Knowledge of personnel management as it relates to volunteerism.
- Ability to make requests for financial contributions.
- Strong donor relationship skills.
- Excellent technology and computer skills (Excel, PowerPoint, Word, Publisher, Outlook and social media).
- Excellent customer service skills.
- Must pass thorough background screening and have a clean driving record.
- Experience with nonprofit fundraising and/or special events as a staff or volunteer a plus.
- Must be able to work a flexible schedule to include some evenings and weekends.
- Will be trained to drive 15 passenger van.
- Commitment to Florence Crittenton Services' mission, goals and values.

Education:

Four year college degree.

About Florence Crittenton Services:

Founded in 1903, Florence Crittenton Services of North Carolina is a non-profit organization that helps pregnant and non-pregnant yet at-risk girls and women by providing comprehensive medical and prenatal care, social, educational, adoption and parenting support services and substance abuse intervention, treatment and prevention.

How to apply:

Email a cover letter and resume to alee@fcsnc.org. Include a comment as to why Florence Crittenton Services is of interest to you.

Florence Crittenton Services is an Equal Opportunity Employer.