

Lutheran Social Services

Position Description



Division/Department: Refugee Services Program

Job Title: Volunteer Coordinator

Reports to (Title): Resettlement Director

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?	Yes	No X
--------------------------------	-----	------

Location: Jacksonville

SUMMARY

This position is responsible for providing all volunteer oversight activities: including coordinating volunteer applicants and orientations, assisting department managers in the coordinating of volunteer schedules to fill gaps/department needs, conducting community outreach and volunteer recruitment practices, and working closely with the development department on special projects.

This position works closely with the resettlement, youth mentoring, Matching Grant, and Preferred Communities programs in the form of the recruitment, development, processing, and alignment of volunteers/interns to program directives and needs. The Volunteer Coordinator will assist with matching mentors with clients to increase self-sufficiency and community integration. This position requires a strong background in partnership building and mobilizing volunteers.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Answer general questions about LSS services and programs to prospective volunteers; follow-up with prospective volunteers on program specific inquiries
- Assist in the coordination and enhancement of college internship, volunteer, and AmeriCorps VISTA programs
- Complete outreach and recruitment activities to find new volunteers and interns
- Consult with program managers - analyze programs for gaps in staffing/efficiency and create enriching volunteer opportunities that might assist in boosting program efficiency and/or function
- Recruit, screen, and interview interns and volunteers – includes assisting Human Resources with the processing of background checks and calling references
- Develop a streamlined onboarding process to orient volunteers and interns to LSS
- Match volunteers with opportunities depending on personal interest, availability, strengths, and screening level
- Maintain volunteer files and track volunteer hours for grant reporting
- Coordinate large volunteer group activities
- Supervise interns and volunteers
- Establish partnerships with local organizations and companies to recruit for volunteers, volunteer led workshops, and in-kind donations
- Engage and rebuild LSS's in-kind donor base
- Maintaining accurate record of all outreach activities, partner organizations, and contacts
- Develop volunteer recognition program in conjunction with the Development department
- Other related duties as assigned

Lutheran Social Services

Position Description



WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

Required:

- Must be organized and detail-oriented
- Must be proactive, efficient and maintain a high level of professionalism and discretion
- Must have a teamwork mentality and a willingness to complete tasks that assist other team members
- Ability to uphold all requirements regarding client confidentiality
- Ability to communicate effectively with staff and clients
- Proficiency in Excel, Word, PowerPoint, and/or Microsoft Access
- Language Skills - Ability to read and comprehend simple instructions, correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-to-one and small group situations to clients and employees. Ability to read and interpret documents such as policy and procedure manuals.
- Mathematical Skills - Ability to add, subtract, multiply, divide, and use common fractions/percentages.
- Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

Preferred:

- Minimum of one (1) year of related experience or training
- Bilingual (Spanish, Arabic, Dari, Farsi, or Swahili language skills)

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

Required:

- High School diploma or GED required
- Experience working with multicultural groups and/or volunteer programs
- Valid Driver's License and a safe driving record

REQUIRED JOB COMPETENCIES (Behaviors for Effective Job Performance)

- Adaptability
- Attendance
- Coordination/Collaboration/Multitasking
- Customer Focus
- Flexibility
- Listening/ Oral communication

Lutheran Social Services

Position Description



WORK ENVIRONMENT/PHYSICAL DEMANDS	
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input type="checkbox"/> writing <input checked="" type="checkbox"/> crawling <input checked="" type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input checked="" type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> Over 75 <input checked="" type="checkbox"/> pushing <input checked="" type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input checked="" type="checkbox"/> cold <input checked="" type="checkbox"/> heat <input checked="" type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input checked="" type="checkbox"/> vibration <input type="checkbox"/> fumes <input checked="" type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input checked="" type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input checked="" type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics:

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Print Name: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer