

SVDP Job Description

Job Title: Volunteer Program Coordinator ☐ Non-Exempt ☒ Exempt

Reports To: Vincentian Support Manager

Scope of Position: As an integral part of the Vincentian Services team, the Volunteer Program Coordinator will interact with a broad range of internal and external stakeholders to recruit and productively deploy a diverse pool of volunteers to compassionately serve our neighbors. He or she will provide volunteer opportunities that engage volunteers and suit their abilities, schedules, and desired experience, while offering them fulfilling service opportunities that introduce them to the Vincentian charism and way of serving. While delivering fulfilling volunteer experiences, the coordinator will model our mission and values and advance SVDP's community impact. This is a Tuesday-Saturday role, with occasional evening hours, mainly for holidays and special events.

Job Responsibilities:

Recruitment: Identify and engage a diverse volunteer population to grow SVDP's capacity and ensure effective operation of services

- Consult with staff on an ongoing basis in order to understand current volunteer needs and requirements
- Manage interview/assessment and placement process for new volunteers in SVDP programs
- Offer opportunities for Conference Vincentians to participate in our Council's Outreach Center, programs, and events.
- Schedule all volunteer groups and individuals, ensuring that sufficient volunteers are available to meet service needs, including special events, distributions, and drives
- Responsively field inquiries from people seeking to get involved with SVDP
- Find creative ways to engage volunteers whose skill set or availability don't fit into our traditional opportunities
- Represent the organization in public as needed, especially at volunteer fairs and other recruiting events

Onboarding/Training/Support: Ensure that volunteers are trained, welcomed, and oriented so they understand their specific role as well as how their work contributes to the overall mission of SVDP

- Provide orientation and onboarding for new volunteers
- Establish and support a Volunteer Leadership team
- Train staff on best practices to engage and utilize volunteers
- Maintain appropriate paperwork for all volunteers and ensure that all requirements are met before a volunteer begins (including background checks, safeguarding training, etc.)
- Serve as SVDP's Safeguarding coordinator, making sure that staff and volunteers are up-to-date on their training and following Safe Parish guidelines
- Ensure that staff supervision and support is available for all volunteers

Engagement/Retention: Provide continuing education, appreciation, and formation opportunities for volunteers and Vincentians to keep them engaged with our mission

- Promptly follow up with volunteers to express appreciation, gather feedback, and encourage further engagement
- In collaboration with fellow Vincentian Services team members, plan and execute volunteer and Vincentian events
- Serve as a teammate on our Vincentian Services staff, collaborating to coordinate formation opportunities for volunteers and volunteer opportunities for Vincentians
- Work with SVDP's External Relations team to highlight the impact of volunteers and facilitate meaningful volunteer opportunities for donors
- Communicate regularly via newsletter, email, or in person – to inform volunteers of current events within the entire organization

- Maintain and optimize use of SVDP's volunteer database

Qualifications:

- Two years of relevant experience
- Willingness and ability to model SVDP's mission and values
- Desire to serve others with care and compassion, and comfort with praying and discussing spiritual life with volunteers
- Strong interpersonal skills, with an emphasis on effectively and flexibly relating to people of different cultures and economic backgrounds
- Ability to communicate well orally and in writing, including speaking to and training both individuals and large groups
- Strong organizational skills and the ability to manage multiple priorities
- Comfort with technology, especially Microsoft Office programs; experience with a volunteer database is a plus
- Safeguarding certified or willing to achieve Safeguarding certification
- Valid driver's license and willingness to travel in the Cincinnati area as programming dictates

Work Environment: Staff member will primarily work in an office environment – adequately lighted, heated and ventilated. Activities will also include supervising volunteers in a variety of settings both within our facilities and off-site, including serving alongside volunteers for various projects. This position includes travel into our community to recruit, direct, and guide volunteers.

Physical Requirements:

- Ability to operate a computer keyboard
- Ability to sit and/or stand for extended periods of time
- Ability to lift and carry up to 35lbs
- Ability to see for purposes of reading printed material
- Ability to hear and understand speech at normal levels
- Ability to speak so others will be able to clearly understand conversation, both in person and over the telephone