

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor Helping Neighbor
www.SamaritanHouseSanMateo.org

Position Title:	Volunteer Services Coordinator
Incumbent:	VACANT
Department:	Administration
Supervisor:	Director of Volunteers
FLSA:	Full Time /Non- Exempt/Hourly
Salary Range:	\$47K
Effective Date:	ASAP- TBD

Samaritan House is a community based volunteer driven nonprofit organization in San Mateo County working to meet the essential daily needs of more than 12,000 low in-come community members per year. Our goal is to improve lives, promote self-sufficiency and preserve dignity through our supportive services. Our staff and volunteer teams lead the agency by striving for excellence by leveraging community resources, finding and implementing creative solutions for our community's needs. We provide our core services free of charge and practice dignity and respect in everything we do.

We offer excellent opportunities for individuals with proven strong, creative, results driven leadership skills and work ethic who love working with people of diverse backgrounds and seek to make a difference by helping us create a caring community helping our neighbors in need.

Volunteerism is at the heart of Samaritan House. Volunteers provide a motivated, valuable and exemplary workforce at Samaritan House. Our goal is to be the local volunteer organization of choice. This position requires a flexible candidate with strong data management skills as well as the ability to work with external and internal constituents successfully. Incumbent must enjoy working with people as well as managing large amounts of data or administrative work. Under the general supervision of the Director of Volunteers, the Volunteer Coordinator is responsible for Samaritan House's volunteer program experience, assisting with volunteer program development, implementation, services and activities. This position will assist in providing leadership and programming direction to the agency's volunteer program while building on existing efforts and plans. This includes assisting the Director of Volunteers with forecasting, planning, outreach, recruitment, placement, orientation, training, reporting, analysis, evaluation and support for all volunteers in the program. This position will also assist with the implementation and creation of new strategies and initiatives to retain and increase volunteerism. Volunteering is a key entry point for fund development at Samaritan House, and the staff within the Volunteer Department will play a key role in ensuring the coordination of volunteering and development efforts, in conjunction with the Development Department.

JOB REQUIREMENTS

We believe in 'neighbor helping neighbor' and as such Volunteer Program Staff are key in community building within the area. In partnership with the Volunteer Director, the Volunteer Coordinator must be able to work with and develop a diverse cadre of volunteers. The ideal candidate is resilient, unafraid of high levels of multi-tasking, solutions based under normal and stressful conditions, strong positive attitude, extroverted, loves working with people of diverse backgrounds, knows how to make the work environment appropriately fun and possesses a healthy and appropriate sense of humor. This job requires the ability to lead, execute and plan events, orientations and coordinate volunteer recruitment campaigns. Preferred requirement details include but are not limited to:

- **EDUCATION:** Minimum 2 years college education preferred.
- **EXPERIENCE:** Minimum of two years of proven successful volunteer program management for small-to-medium-sized community organizations, which includes the development, implementation, delivery and evaluation of successful volunteer program operations and systems.
- Experience and proven success working with a nonprofit Board of Directors and volunteer committees.
- Understand and able utilize a variety of tools and techniques for communicating with target audiences i.e. print and electronic media, websites and newer electronic technologies for volunteer outreach efforts.
- Excellent interpersonal skills- Proven track record of building and maintaining excellent relationships in the community; especially with corporate collaborators, civic organizations, professionals associations, religious groups, schools and other partnering entities. Ability to draw upon positive existing relationships and create new ones.
- **Excellent computer proficiency required** including Microsoft office suite, word processing, outlook, power point, adobe and other database programs. Experience with Raiser's Edge and Volgistics is preferred. Must have the ability to quickly learn new database systems.
- Must possess exemplary communication skills, both oral and written; must possess the ability to comfortably represent, speak and present on behalf of Samaritan House at various public/community events.
- Ability to guide and consultatively work with volunteer, providing broad vision, creative energetic and motivating leadership.
- Ability to thrive and enjoy working in a fast paced dynamic work environment with confidence, resilience, flexibility and a good sense of humor. Ability to create a fun working environment and to create meaningful work experiences for our volunteers while maintaining appropriate and professional boundaries.
- Ability to deliver the mission of Samaritan House and to translate this to current and prospective volunteers, community members/leaders and local organizations.
- Must be able to demonstrate strong initiative and have the ability to work independently and collaboratively in an ever-changing environment or under ambiguous circumstances.
- Must be able to conduct all Samaritan House business with high level of integrity and ethics.
- Must be able to regularly drive to various locations- Valid driver license, excellent driving record with valid insurance.

ESSENTIAL FUNCTIONS OF THE POSITION

1. Collaborate with the Director of Volunteers to appropriately staff volunteer positions.
2. Assisting with leading volunteer recruitment and retention efforts by weekly group orientations, interviewing, placing, orienting, training, supervising and evaluating volunteers in all positions based on their particular interests and skills.
3. Assist in maintaining the Volgistics Data Management System or any new Volunteer tracking system introduced; Work closely with Finance and Development to provide volunteer data for grants and financial purposes.
4. Provide volunteer metrics data for internal data reports.
5. Work closely with the Director of Volunteers to create meaningful volunteer opportunities, identify new volunteer positions, and tailor current volunteer job descriptions to specific programs.
6. Assist the Director of Volunteers in building new and meaningful volunteer relationships with community groups, schools, universities, congregations and corporations.
7. Positively and professionally, represent Samaritan House at volunteer recruiting events, community and civic meetings.
8. Support Director of Volunteers with any Volunteer Recognition Events) which highlight and recognize volunteers and appreciate them for their service and longevity with the organization.
9. Conduct tours of Samaritan House facilities for volunteers, guests, and special groups, as needed..
10. Assist in managing family engagement and community service programs that will integrate students in Samaritan House programs and help them better understand social services.

11. Work with Director of Volunteers and the Development department to support in-kind donation systems in accordance with Agency Policies and Practices. Coordinate in-kind donations and plan the distribution of items to programs as assigned within Agency Procedures.
12. Assist with leading and managing Samaritan House Volunteer Programs and Services including but not limited to the Annual Holiday Program, Kids Closet Program and Wee Care Program including the management of volunteers within those services/programs.
13. Maintain ongoing relationships and communication with volunteers.
14. Support the Director of Volunteers in developing new relationships with partnering/collaborating agencies, companies and corporations and help to facilitate single day volunteer activities as well as longer term collaborations for these groups.
15. Identify and develop innovative ways to utilize groups and corporations at Samaritan House sites. Work with program managers and executive staff to assess the volunteer needs of each program or dept.
16. Play a key role in the planning, managing and integrating of volunteers into annual special events.
17. Manage Volgistics volunteer data base system, keeping volunteer records up to date and accurate. Provide support to volunteers in using Volgistics, including trainings on the system.
18. Build up the Wee Care elementary and middle school donation program, creating a meaningful connection between children and Samaritan House's mission.
19. Support the Director of Volunteers in the management of the Kids Closets youth programs, including, the "Books, Bikes and Backpacks program as well as any other services provided by this department.
20. Assist in the development of skills-based volunteer programs at our homeless shelter and day labor center.
21. Attend any assigned agency, community or department meetings or trainings.
22. Other duties as directed.

APPLICATION

No phone calls, please! Samaritan House is an equal opportunity employer. Interested candidates for this position will be **required to submit a cover letter and resume to:**

SAMARITAN HOUSE
Attn: Director of Human Resources
4031 Pacific Blvd.
San Mateo, CA 94403
E-mail: hr@samaritanhousesanmateo.org
Via facsimile: (650) 294-4336

Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.