SAMARITAN HOUSE POSITION DESCRIPTION

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Neighbor helping Neighbor

www.samaritanhousesanmateo.org

Position Title:	**Volunteer Services Coordinator**
Incumbent:	**VACANT**
Department:	Administration
Supervisor:	Associate Director of Volunteers
FLSA:	Full Time /Non- Exempt/Hourly
Salary Range:	$24
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.

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 Associate 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 Associate 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

Preferred requirement details include but are not limited to:

- **EDUCATION:** Minimum 2 years college education preferred.
- **EXPERIENCE:** Minimum of two years of 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 working with a nonprofit Board of Directors and volunteer committees.
- Excellent communication skills, both oral and written including public speaking; Ability to utilize a variety of tools and techniques for communicating with group audiences i.e. print and electronic media, websites and newer electronic technologies for volunteer outreach efforts.

- Excellent interpersonal skills
- **Excellent computer proficiency required**
- Ability to work in a fast paced dynamic work environment 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.
- Strong initiative and ability to work independently and collaboratively
- Must be able to regularly drive to various locations- Valid driver license, excellent driving record with valid insurance.
- Flexible work schedule to accommodate weekend, evening, early morning or holiday events as needed.

ESSENTIAL FUNCTIONS OF THE POSITION

1. Collaborate with the Associate Director of Volunteers to appropriately staff volunteer positions.

2. Assist 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 Volunteer 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 Associate Director of Volunteers to create meaningful volunteer opportunities, identify new volunteer positions, and tailor current volunteer job descriptions to specific programs.

6. Assist the Associate 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 Associate Director of Volunteers with any Volunteer Recognition Events which highlight and recognize volunteers and appreciate them for their service and longevity with the organization. Assist with other events as assigned.

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 Associate Director of Volunteers and the Development & Communications 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 excellent proactive communication with volunteers.

14. Support the Associate Director of Volunteers in procuring and 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. With the Associate Director of Volunteers, play a key role in the planning, managing and integrating of volunteers into annual special events.

17. Manage volunteer data base system, keeping volunteer records up to date and accurate. Provide support to volunteers in using volunteer data base and tracking system, including trainings on the system.
18. Support supervisor and Wee Care Volunteer Lead to 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 Associate Director of Volunteers in the management of the Kids Closets youth programs, including, the "Books, Bikes, Costumes 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. Report incidents within 24 hours.
22. Attend any assigned agency, community or department meetings or trainings.
23. 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.