



**POSITION TITLE:**

Coordinator, Volunteer Services

**CLASSIFICATION:**

Full Time

**DEPARTMENT/REGION:**

Community Engagement Services / All Regions

**REPORTS TO:**

Assistant Director, Community Engagement Services

**NUMBER AND TYPE OF PERSONS SUPERVISED:**

5-30 Volunteers/Student Interns

**POSITION SUMMARY:**

- ◆ To successfully administer all volunteer and internship programming for The Family Tree by expanding services, finding new ways to reach potential volunteers, partnering with leading academic institutions to provide dynamic, community-based service-learning experiences for student interns, and creating an infrastructure capable of sustaining an aggressive volunteer system.

**RESPONSIBILITIES:**

- ◆ To assess current methods of volunteer recruitment, training, placement, and retention.
- ◆ To create, establish, and sustain leadership positions for volunteers, Parent Leaders, and service participants by, in part, developing a unique process for program participants to transition over time into volunteer positions within the agency as appropriate.
- ◆ To develop and implement strategies to recruit & screen volunteers and interns for all programs.
- ◆ To create partnerships with corporations and civic organizations to develop “pools” of potential volunteers.
- ◆ To develop unique partnerships with universities, colleges, non-profits, and the business community that support the professional development of staff, volunteers, interns, and Parent Leaders.
- ◆ To coordinate regular orientations and on-boarding trainings for interns and volunteers.



- ◆ To assist in the development of new brochures, flyers, forms, applications, and other printed materials used to attract and maintain a successful volunteer program.
- ◆ To recruit and coordinate donor gifts for program participants and plan agency-wide volunteer recognition events.
- ◆ To create and standardize volunteer records and tracking methods.
- ◆ To recommend annually a budget to support program activities and services.
- ◆ To assist as necessary in seeking out funding sources and possible grant writing.
- ◆ To work in a cooperative and professional manner with staff, Board members, and donors.
- ◆ Assist with department tasks as needed.

**EDUCATION:**

- ◆ Bachelor's Degree in Behavioral Sciences (Social Work, Psychology, Sociology, Mental Health, Nursing and Education)

**EXPERIENCE:**

- ◆ Have at least 3 years' experience working in non-profit field, with at least 1-year supervisory experience
- ◆ Experience managing volunteers and/or interns
- ◆ Program development/implementation experience
- ◆ Experience working with volunteers from a variety of backgrounds including interns, professionals, donors, and community members

**SKILLS:**

- ◆ Excellent oral and written communication skills
- ◆ Knowledge of child development and parenting skills building
- ◆ Microsoft Office Suite skills (including Publisher, PowerPoint, and Excel)
- ◆ Exceptional organization skills

**WORK ENVIRONMENT:**

- ◆ Must work flexible hours, including weekends and evenings
- ◆ Must be prepared to travel to various program sites, and various communities.