

Volunteer Coordinator

Department: Resident Services
Reports to: Community Engagement Program Manager
FLSA Status: Non-Exempt, Full-Time

Position Overview: This position is responsible for SAHA's volunteer programs' day to day needs, including recruiting, placing, and training volunteers for SAHA's resident activities and public events. The Volunteer Coordinator (VC) plans, implements, and conducts social, educational, recreational and therapeutic programs for SAHA residents and the communities surrounding SAHA buildings. Activities must reflect and celebrate the diversity of our housing communities and neighborhoods, with special attention to the needs of seniors, families, people with physical and mental health disabilities, non-English speakers and other target populations.

PRIMARY DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Conducts volunteer outreach and community engagement effort through posting advertisements, attending community job or volunteering fairs, and proactively reaching out to community groups;
- Places volunteers in individual sites/programs by matching volunteer skills and abilities with resident needs;
- Communicates various internal messages to SAHA staff, including but not limited to volunteer opportunities and other CE programs;
- Onboards and orients volunteers to their activity and building as well as SAHA's mission, goals, policies and procedures, and organizational structure;
- Conducts or coordinates ongoing quarterly training for recurring volunteers;
- Develops new activities and events by attending resident and neighborhood meetings and conducting needs assessments; targets recruitment based on the findings;
- Promotes activities through paper advertising, attending resident and neighborhood meetings, and coordinating with site staff and service agency partners;
- Oversees the launch of new programs by coordinating first time logistics;
- Maintains frequent contact with site staff and volunteers about program effectiveness and resident satisfaction;
- Plans and conducts large one-time events with volunteers and site staff;
- Utilizes and maintains SAHA's volunteer database to track volunteer contact information and service hours. Utilizes reporting from database to calculate return on investment and find deficiencies in programming;
- Monitors volunteer time and performance, sometimes in conjunction with site staff;
- Ensures volunteer satisfaction with their experience through regular communication about the organization's work, their impact, and appreciation of their service;
- Develops and enhances volunteer appreciations, and documents all techniques, resources, and outcomes for future use;
- Implements and recommends changes to SAHA's volunteer manual and other tools that strengthen the volunteer program and experience;
- Other duties as assigned by supervisor and/or management.

QUALIFICATIONS:

Skills, Knowledge and Ability

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with special needs to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Social Work, Psychology, Gerontology, or related field or equivalent experience preferred;
- 1-2 years related experience working with seniors or individuals with special needs preferred.

SUPERVISORY RESPONSIBILITIES

The Volunteer Coordinator will supervise the organization's pool of volunteers in their volunteer placements at the housing site.

ABILITIES AND ATTRIBUTES

- Must have the ability to maintain professional boundaries, including exercising objectivity and confidentiality, while building trusting relationships with residents and staff.
- Excellent written and oral communication required. Additionally, ability to speak other languages such as Cantonese, Mandarin, Farsi, Russian or Spanish is a plus.
- Must have excellent customer service, negotiation and communication skills.
- Strong computer skills, including ability to easily navigate the internet, use Outlook, create Word and Excel documents, and work with a web-based database.
- Must be familiar with community resources or have the ability to acquire those resources and become familiar.
- Must be sensitive to the needs and concerns of residents and their families.
- Must have experience and ability to work positively within a multi-cultural team environment.
- Must be able to exercise good judgment and common sense, based on analysis, evaluation, and risk assessment in determining what to handle without help, and when to ask for guidance or help in prioritizing from supervisor.
- Must have creativity and an ability to adjust to change.
- Must have community networking skills, knowledge of civic engagement and intergenerational and activities programming a plus.
- Must have basic math abilities with the ability to manage a budget.

CERTIFICATES & LICENSES

Valid driver's license and good driving record, along with proof of automobile insurance required. A DMV check will be performed.

PHYSICAL DEMANDS

- Simple grasping and fine manipulation, sitting at a desk while using a computer, and using a telephone for extended periods of time.
- Intermittently twisting to reach objects near the desk, standing, walking, bending reaching, using a computer, and occasionally lifting or moving objects which may weigh up to 35 pounds.

WORK ENVIRONMENT

This job is primarily conducted in an office environment where noise and temperature variations are minimal and casual business attire is required. Some positions require occasional driving whereby exposure to fumes, dust, and other environmental elements may occur in rare circumstances. Must be able to work under time demands and remain calm and professional with a wide variety of personalities.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to modify the job or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

Satellite Affordable Housing Associates is an Equal Opportunity Employer.