



Job Description

Position Title:	Volunteer Coordinator
Reports to:	Program Manager
Primary Location:	Kids' Harbor, Inc.
Designation	Exempt

General Summary:

Under the supervision of the Program Manager, the Volunteer Coordinator is responsible for managing all elements of the volunteer program. The position involves assessing and meeting the organization's needs through the recruitment, placement and retention of volunteers.

Specific Responsibilities

- Recruits direct service volunteers from the communities in our service region through a variety of efforts, which may include, but is not limited to; creating printed materials, making community presentations, and utilizing local media.
- Screen potential direct service volunteers through the process of application, interview and background checks.
- Develop, maintain, and track a training program for newly recruited and ongoing direct service volunteers at or above the minimum standards set by the agency and its funders.
- Coordinate and schedule qualified volunteers to provide various direct services or assist Kids' Harbor, Inc. staff in providing direct services to victims and their non-offending caregivers as deemed appropriate and referred.
- Maintains and updates the agency's volunteer/intern handbook and policies and procedures
- Conduct regular orientation, training, and supervision for agency volunteers and interns
- Provide opportunities for regular volunteer recognition/appreciation activities
- Monitor volunteer and intern experience satisfaction and productivity to report to Program Management staff
- Closely communicate and coordinate with Kids' Harbor's staff and Multidisciplinary Team (MDT) members to determine what services and assistance victims and their non-offending families require and how direct service volunteers can be utilized.
- Closely communicate and coordinate with a wide range of community organizations and agencies outside of Kids' Harbor to determine what resources are available to victims and their non-offending family members; maintain and distribute information on these resources on-site; coordinate outreach opportunities to increase diverse relationships with underrepresented

demographic groups; as well as educate other direct service staff, volunteers, and Multidisciplinary Team (MDT) members on these resources.

- Accurately track and maintain all volunteer records and data and create reports from this data as required by agency funders
- Attends skills-based training to remain abreast of the latest research, trends and best practice standards in victim advocacy and cultural sensitivity
- Provides regular updates to the Program Manager for modification to service delivery, program content, evaluation, etc.
- Attends relevant continuing education opportunities, networking meetings, committee meetings, conferences, etc. approved by the Program Manager and Executive Director as funding allows
- Assists in the recruitment, training and use of volunteers in the Kids' Harbor, Inc. program whenever possible
- Attend annual agency functions, special events and meetings as necessary and appropriate
- Remain abreast of issues related to child abuse, child sexual abuse and neglect
- Other duties as assigned.

Basic Requirements

A bachelor's degree in social work, communications, psychology, criminal justice, or related field. Preference will be given to applicants with the above qualifications who have also had direct work experience intervening with abused children and their families. Knowledge of dynamics of child abuse; knowledge of law enforcement, criminal and civil court systems and how to communicate with and function within these systems; strong skills in public relations and negotiation; strong organizational skills; ability to engage children of all ages; and empower and mediate with parents in crisis; comprehensive understanding of community resources. Must work effectively with individuals from various economic, social, and cultural backgrounds. Successful candidates will demonstrate an ability to accomplish and advance program goals, a willingness to remain abreast of current research related to child abuse/neglect and victim advocacy and an ability to remain sensitive and demonstrate appropriate boundaries with program clients, agency staff, volunteers and team members.

Able to be on-call and respond, as needed, after hours and on weekends within a reasonable time. Provide own transportation (mileage reimbursed) with valid driver's license and insurance coverage on vehicle.

Physical/Mental Requirements: Visual acuity necessary to read and develop center materials along with verbal skills to communicate with the public. Must be able to lift up to 25 pounds; standing or walking for more than 50% of the day; working under pressure to meet deadlines. Must be willing to accommodate limited travel and work nights, evenings and holidays if necessary.

Work Setting: Must be able to function amicably in a small but busy work place. Must acknowledge and adhere to the agency's confidentiality policy and procedures and must adhere strictly to the highest professional ethics, confidentiality, discretion and judgment.

Principles and Values

Team Work: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of the

Kids' Harbor, Inc. team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Strategic Thinking: Develops strategies to achieve organizational goals; understands organizations' strengths and weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

Willing to Grow: Accepts accountability for mistakes and uses the mistakes as an opportunity to learn about self and to change future behaviors.

Safety and Security: Observes safety and security procedures; determines appropriate action beyond guidelines; remedies potentially unsafe conditions.

Attendance: Regular attendance is a requirement of this position

Other: All new employees must agree to and pass a Children's Division and law enforcement background check due to the sensitive nature of work.

HOW TO APPLY

Send your resume with cover letter to ahatcher@kharborcac.org by close of business October 11th for immediate consideration. Include "Volunteer Coordinator" in the subject line of your email.