

Volunteer Resources Coordinator

OPEN HOUSE MINISTRIES

Reports To: Operations Manager

Status: Nonexempt

Time Commitment: Full Time Tuesday-Saturday, 40 hours per week; 9am-5pm (occasional evenings)

Benefits: Health, Dental, Vision; Vacation; Sick; Life/LTD; Store discounts; \$17.13-\$21.00 per hour

Position Summary

The Volunteer Resources Coordinator is responsible for the overall volunteer engagement process within Open House Ministries. The VRC manages all volunteer policies, procedures and standards of volunteer service.

Essential Functions

- Develop, promote and maintain a wide variety of volunteer opportunities. The opportunities are based on the individual department's purpose and needs. This includes regular assessment of needs to establish a base number of volunteers required for a department to effectively achieve its purpose and responsibilities.
- Recruit, screen (including background checks as required) and recommend volunteers. The VRC is the initial contact point for OHM and will screen all requests. Appropriate potential volunteers are then referred to the individual departments.
- Create and distribute various publications including postings, recruitment documents, volunteer handbook, forms, and contributions to the social media site, newsletter and website that highlight individual and group volunteer needs throughout OHM.
- Conduct tours of the campus
- Maintain accurate records and provide timely metric and activity reports on volunteer participation (number of volunteers, hours by department, etc.). Includes maintaining a data base of information on all volunteers – both individual and group
- Create and maintain files on each volunteer/group that includes the application, background check and a record of activity with the organization. For purposes of recognition knowing the number of hours and length of time a volunteer has supported OHM is necessary knowledge.
- Spearhead the recognition of volunteers. This includes both individuals and groups. Develop creative ways to recognize in manner meaningful to individuals and groups. Provide both organization wide and departmental recognitions
- Maintain Job Descriptions for each volunteer assignment
- Update and maintain volunteer orientation and training materials. Ensure all new volunteers receive a general OHM volunteer orientation. Ensure that each department has adequate orientation and training for their volunteers.
- Manage volunteer policies, procedures, and standards of volunteer service.
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Community outreach and attend community fairs to promote Open House Ministries
- Engage with volunteers to resolve grievances and promote cooperation and interest – review with volunteers after 3 months of service to assure an appropriate placement – if needed move the volunteer to a different placement that will be more meaningful and fulfilling.
- Prepare and submit an annual budget for Volunteer programming with the assistance of the VRC's supervisor. Track all expenditures

Required Qualifications

- Demonstrated personal Christian faith and commitment to the Christian mission of the ministry
- Must work well with people and in public settings
- Proficient computer skills in a Microsoft Windows environment. Must include Word and Excel and demonstrated skills in database management and record keeping
- Ability to manage confidential tasks in a professional manner
- Demonstrated organizational capabilities, detail orientation, and ability to handle multiple proprieties simultaneously and meet deadlines in a fast-paced changing environment