

Volunteer & Engagement Coordinator

Department: Development

Reports to: Communications Manager

FLSA Status: Exempt

Position Status: Regular, Full-Time

Position Summary: The Volunteer & Engagement Coordinator is a critical team member responsible for leveraging the support of volunteers in all programmatic and administrative operations of the Sophia Way (TSW), as well providing support to the Development team in engaging volunteers along the donor continuum. This position coordinates and manages regular and episodic volunteers; manages meal and in-kind donations; manages outreach events; and coordinates and executes group presentations and tours. This position is a vital component of The Sophia Way's effectiveness, saving the organization tens of thousands of dollars by optimizing volunteer and in-kind support.

Essential duties include, but are not limited to:

- Manages the recruitment, screening, interviewing, training, placement, evaluation, and recognition of volunteers; ensures the correct match between volunteer interests and skill sets and Sophia Way needs.
- Develops and maintains the Sophia Way volunteer database, ensuring accurate and up-to-date volunteer information is available at all times; compiles and records monthly data on donors, volunteers, and community engagement in volunteer and/or donor databases.
- Develops volunteer position descriptions in collaboration with Sophia Way staff, ensuring the staff receive the best support possible and volunteers will have an enriching and engaging experience.
- Manages the postings for available volunteer positions and selects appropriate candidates for the roles; places volunteers in roles and serves as liaison between staff and volunteers.
- Designs and delivers volunteer trainings and orientations, working closely with Development colleagues to develop material that will engage volunteers with the donor continuum.
- Maintains the volunteer calendar and schedules, ensuring reliable and appropriate levels of coverage and contingency support are anticipated and planned for.
- Participates in community outreach efforts including - but not limited to - community, corporate, and community of faith group presentations; provides insight and knowledge about the Sophia Way's programs and introduces people to the volunteer opportunities available.
- Performs follow-up with new constituents engaged at outreach events and strengthens relationships with current constituents to further their relationships along the donor continuum.
- Leads shelter tours and assists with developing tour materials.
- Maintains (with volunteer support) the meal donation database and is the point of contact for all donated meal-related matters.
- Oversees (with volunteer support) the ongoing maintenance, organization, and inventory of all received in-kind donations; ensures accurate tracking of all in-kind donations received at all Sophia Way locations.
- Plans and implements formal and informal volunteer recognition programs and events.
- Fills in at front desk/reception if a volunteer is unavailable - answering phones, greeting visitors, directing inquiries, and more.

Organizational & Supervisory Responsibilities:

- Maintains thorough understanding of TSW organizational policies, including employee handbook; follows policies and leads by example.
- Ensures that all expenditures under the Volunteer & Engagement Coordinator purview are in line with and reported according to TSW policies; meets all fiscal reporting deadlines as set forth by the organization, including the timely submission of expense approvals.
- Manages payroll submission for self in compliance with TSW policies, including timely submission of payroll for processing and arranging appropriate coverage of payroll obligations while out of office.

Non-essential duties:

- Assists with other organizational activities as directed.

Supervision Received: Position reports to the Communications Manager.

Supervision Exercised: Manages and supervises Sophia Way volunteers and interns.

Educational Qualifications: Certificate or Associate's degree; or an equivalent combination of education and professional experience sufficient to successfully perform the essential duties of the job as listed above.

Position Qualifications:

- Demonstrated aptitude for understanding and explaining policies and procedures.
- Strong aptitude for clear and effective communication, and excellent understanding of how and when to involve other appropriate stakeholders.
- Demonstrated ability to work effectively in teams and create effective and engaged cross-team alignments.
- Demonstrated ability to effectively manage schedules for self and others.
- Demonstrated proficiency with Microsoft Office suite, with strong Excel skills.
- Demonstrated ability to learn, understand, and utilize computer applications related to the organization, including databases and team-building and/or volunteer management software.
- Familiarity with standard office administrative practices and procedures, including the proficient use of standard office equipment and general records management principles and practices.
- Outstanding attention to detail.
- Commitment to maintain confidentiality and a high degree of accuracy.
- Ability to take initiative and use independent judgment within established policy and procedural guidelines.
- Strong self-motivation and independence in carrying out responsibilities, organizing and prioritizing multiple tasks, and meeting deadlines.
- Excellent interpersonal, presentation, relationship-building, and communication skills - both written and verbal - which transcend diverse audiences.
- Demonstrated ability to provide consistent, high-quality professional services to a wide variety of internal and external constituents.
- Demonstrated ability to maintain a professional demeanor, especially while working in a fast-paced environment of constant demands and frequent interruptions.
- Demonstrated ability to work effectively with people of diverse backgrounds and promote a positive working environment, spirit of cooperation, and positive reactions to change and conflict resolution.

- Deep knowledge, appreciation for, and understanding of the Sophia Way's mission, vision, and programs.
- Ability to embody the community-oriented spirit of the Sophia Way to both internal and external constituents.

Physical Requirements: Long periods of being in a stationary position; operating a computer and other office equipment; frequently moving to/from various work areas, including TSW's shelter locations; occasionally ascending/descending stairs; frequently communicating by phone and email; frequently remaining in a stationary position during meetings, discerning meeting content, expressing oneself, and exchanging accurate information; frequently moving to/from off-site meeting and/or event locations; occasionally moves supplies and/or equipment weighing up to 40 pounds.

Working Conditions: Primary location in typical business office environment, with frequent meetings and event attendance at the Sophia Way's shelter locations, and a variety of other off-site locations.

General sign-off:

- The employee certifies that they can - with or without reasonable accommodation - perform the essential job duties as listed above.
- The employee is expected to adhere to all company policies and to act as a role model in the adherence to such policies.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Accepted by:

Please PRINT Employee Name

Employee Signature

Date