

POSITION TITLE: Volunteer Services Specialist

SALARY LEVEL: Tier I

FLSA STATUS: Non-Exempt

REPORTS TO: Administrative Coordinator

HOURS: Full-time Monday – Friday day shift, occasional need for flexible hours

SUMMARY

This position is responsible for volunteer recruitment for all volunteer positions, tracks all volunteer hours for the facility. Also, provides the daily management of childcare and kitchen volunteers and is responsible for coordination of group projects.

PRINCIPAL ACCOUNTABILITIES:

1. Recruitment of volunteer positions including interviewing, reference checking and attending volunteer recruitment fairs.
2. Coordinating of on-boarding paperwork, scheduling of orientation, creating volunteer files and closing of records and files when volunteers leave.
3. Communication with other departments regarding event needs and aid in recruitment.
4. Managing volunteer scheduling for childcare and kitchen volunteers notifying appropriate departments of daily schedule, any changes or cancellations and updating volunteer sign-in sheets as needed.
5. Maintain the Master Volunteer Calendar that includes the event and group project volunteers in coordination with the Program and Development departments.
6. Tracking all volunteer hours and input into Donor Perfect program. This includes validation of absence or missed sign-in and ensuring volunteers are meeting minimum hours requirements for each volunteer position.
7. Maintenance of volunteer files to ensure licensing requirements are met, keep DCYF quarterly roster up to date, track leave of absences and participate in DCYF annual review.
8. Primary contact for groups wanting to volunteer at Vanessa Behan. Solicit organizational needs, coordinate, and supervise groups when in the building ensuring departments are aware of when groups will be at Vanessa Behan.
9. Attend or coordinate community fairs to bring awareness of volunteer program in conjunction with HOPE.
10. Create volunteer hours report monthly or more frequently as requested.
11. Create strong relationships with department heads with an eye towards volunteer.
12. Maintains and enforces strict confidentiality in compliance with agency policies.
13. Familiar with and adherence to all established policies and procedures.
14. Other duties as assigned by supervisor.

PHYSICAL REQUIREMENTS:

These requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable an individual with disabilities to perform the essential functions.

- Regularly standing, walking, sitting, listening, talking, and using hands and fingers.
- Occasionally climbing or balancing, stooping, kneeling, crouching, crawling, and reaching with hands and arms.
- Ability to lift up to 25 pounds.
- Specific vision requirements include close vision and the ability to adjust focus.
- Ability to hear, understand and distinguish speech and/or other sounds in person and on the telephone.

WORK ENVIRONMENT:

Work is generally performed in a child center environment where there is exposure to children ages birth to age 12 and clients of varying socio-economic and health conditions.

- Noise: moderate to quiet, occasionally moderate to high.
- Climate control: primarily in an office.
- Exposure: occasionally outside events or activities.
- Chemicals/Bloodborne Pathogens (BBP): low risk to mild bleach solutions and other cleaning/disinfectant chemicals, low risk of exposure to BBP.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- Must be compassionate, non-judgmental and have a passion for helping families.
- Ability to work well individually and as a team member.
- Skilled at maintaining strict confidentiality.
- Strong customer service skills including answering phones, directing calls, and engaging with the public.
- Excellent oral and written communication skills.
- Effective interpersonal communication skills – verbal, nonverbal and written.
- A high degree of professionalism, ethics, and interpersonal skills
- Effective problem-solving and conflict resolution skills
- Ability to learn new applications and enter data into databases such as the Community Relations database.
- Proficient in MS Office Products.

MINIMUM REQUIREMENTS

- Must be 18 years of age.
- Previous volunteer administration experience required.
- Successful completion of Washington State and National background check prior to hire. Completed every 3 years.
- Successful completion of fingerprint check prior to hire. Completed every 3 years if volunteer lives out of state.
- Meet all current vaccination requirements.

Please note this job profile is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____