



JOB POSTING

Position Title: Volunteer Coordinator
Position Type: Remote hours not available, Full-time salaried, exempt position with benefits
Reports to: Volunteer & Community Engagement Manager

Interested candidates should email their resume and cover letter to businessoffice@helpingup.org
Attn: Kristen Anderson.

Background

Helping Up Mission, Inc. is a faith-based, non-denominational, Christian organization offering permanent solutions to those experiencing homelessness, poverty, and addiction. Helping Up Mission, Inc. (HUM) provides hope through programs designed to meet their individual physical, psychological, social, and spiritual needs. Compassionate and substantial residential care is given to almost 500 men and 50 women in need, without consideration of race, economic or religious status at its campus in East Baltimore. HUM provides competitive pay and benefits.

Job Summary

The primary function of the Helping Up Mission (HUM) Volunteer Coordinator is to ensure that HUM has enough qualified volunteers to fulfill its service mission and to deploy volunteers in innovative ways to enhance the program, operational, philanthropy, and community impact. The Volunteer Coordinator is responsible for overseeing the work of the volunteers by working in collaboration with the relevant department staff in assigned volunteer areas. The position identifies volunteers and provides direction, coordination, and consultation for all volunteer and collaborative functions within the Center for Women & Children. In addition, the position will assist senior leadership in maintaining and enhancing collaborative community relationships that involve volunteers. This position reports to the Volunteer & Community Engagement Manager and coordinates closely with the Director of the Center for Women & Children on program and operational volunteer management and opportunities.

Primary Duties

- Develop and maintain comprehensive recruitment, orientation, training, retention, and recognition plan for individual and group volunteers to ensure that all volunteers are knowledgeable and feel valued.
- Develop and maintain strong, positive relationships with collaborative partners ensuring that mutually agreed-upon expectations are being met.
- Collaborate with program and development leadership in developing and maintaining a comprehensive list of involvement opportunities throughout the Center for Women & Children for individual and group volunteers.
- Develop and maintain complete and accurate records including volunteer policies, procedures, position descriptions, standards of conduct, and, where applicable, criminal background checks.

- Develop and provide to management monthly and annual reports on all individual and group volunteer activities to include several volunteers, number of hours, and in-kind contribution value of service.
- Develop and maintain collegial relationships with peers in the field and with area volunteer organizations to ensure best practices for our volunteer and collaborative programs.
- Provide primary leadership at fairs, festivals, schools, corporations, etc. in promoting HUM.
- Develop and maintain appropriate collateral materials for the recruitment of volunteers.
- Conduct tours as needed.
- Serve as the primary point of contact for all volunteer requests; telephone, voice mail, email, and written requests, and ensure a timely response.
- Act as a liaison to support, cultivate and steward the Circle of Hope, Gathering Point Giving Circle, Church of the Redeemer, and other special volunteer groups for the Center.
- Develop new and unique ways to improve and enhance the developing and growing needs of the operations of HUM and to create new opportunities for volunteer service, with a focus on the ongoing service of professional volunteers.

To meet these goals, the Volunteer Coordinator must perform a variety of duties involving recruitment, training, program planning, and recognition. These duties include, but are not limited to the following:

- Develop a budget and assess available resources for the volunteer program in collaboration with Chief Philanthropy Officer
- Collaborate with appropriate staff to sustain and grow volunteer engagement with individuals, community groups, businesses, and congregations
- Oversee volunteer software platforms (VOMO/Virtuous), online social media and gift-in-kind
- Identify and define new volunteer opportunities within the organization, as appropriate
- Communicate with staff and volunteers on their roles and responsibilities, in alignment with the goals and objectives of the organization and resolve any conflict or misunderstanding without bias
- Ensure that volunteers are provided the appropriate training and are supervised to meet the tasks given
- Create and plan formal and informal activities and events to recognize and celebrate the contributions of the volunteers
- Engage with local volunteering organizations to bring awareness and attract new volunteers and create an ambassador program
- Develop and implement an onboarding and screening protocol for potential volunteers to ensure they have the skills, qualifications, and interests to meet the needs of the organization
- Report annually on the contribution of the volunteer program and the individual volunteer impact on the organization
- Administer and monitor expenditures for the volunteer program against the approved budget
- Other duties as assigned

Job Qualifications

- Exhibit the Core Values of Helping Up Mission, Inc.
- Undergraduate degree preferred
- Experience working with volunteers is preferred
- Nonprofit experience, paid or voluntary, is preferred
- Understanding of the nonprofit industry, particularly relating to the vulnerable population

- Strong analytical, communication, management, and planning skills – written and verbal
- Ability to multi-task and work under pressure in a fast-paced environment
- Proficiency in Microsoft Office; basic social media experience and know-how; website maintenance experience preferred
- Attention to detail and a clear understanding of the mission and partnerships of HUM, commitment to the organization, and ability to handle information confidentially
- Excellent organizational, and time management skills, and ability to cope with limited resources, seize opportunities and think creatively
- Ability to work effectively as part of a team and take initiative when the need arises
- Knowledge of current trends, resources, and information related to volunteerism
- Ability to work effectively with individuals from diverse ethnic, cultural, and sociological backgrounds in a fair, supportive and cooperative manner