



JOB DESCRIPTION

Job Title: Volunteer Coordinator

Effective Date: _____

Department: Development

Schedule: FT, M-F, 8-5

Supervisor: Development Director

FLSA Classification: Hourly, Non-exempt

ABOUT HARMONY HOUSE

Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with Springfield Police Department and the Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around support services have the most impact on victims long-term, helping them to break the cycle of domestic violence for themselves and their families.

JOB SUMMARY:

The Volunteer Coordinator is responsible for coordinating all aspects of the volunteer program.

DUTIES/RESPONSIBILITIES:

The Volunteer Coordinator is responsible for the following:

- Volunteer recruitment – contacting and speaking to practicum/intern programs, community groups, church groups, etc. and providing information about volunteer opportunities.
- Maintaining volunteer files – ensuring documentation is in the volunteer file. This will include but not limited to: confidentiality agreement, background check, training hours and hours volunteered.
- Keeping statistics on volunteer hours and other information regarding recruitment and supervision of volunteers. Statistics are turned in monthly for MCADSV records.
- Facilitating training and coordinating other staff members and community organizations in the training of volunteers.
- Reviewing and revising training materials and Volunteer Manual as needed.
- Working with other staff to ensure volunteer time is scheduled and that other staff is aware of the scheduling.
- Working with necessary staff members to ensure that volunteers are sufficiently trained to work in the designated areas.
- Communicating regularly with staff about volunteer and intern needs and appropriate ways they can be utilized.
- Ensure that program participants are treated with respect and that confidentiality and safety are always maintained.
- Other duties as assigned by supervisor.
- All other duties as may be assigned.

REQUIRED SKILLS AND ABILITIES:

1. Strong verbal and written communication skills.
2. Ability to work with people of various ethnic and socio-economic backgrounds.
3. Ability to meet deadlines.
4. Ability to accurately type data on a computer.
5. Must be highly organized and detail oriented.
6. Ability to exercise discretion for maintaining confidentiality of staff and resident's information.
7. Must be able to multi-task, prioritize and work independently as well as part of a team.
8. Positive attitude and ability to be flexible.

EDUCATION AND EXPERIENCE:

1. Bachelor's Degree in psychology, education social work or related field preferred.

SUPERVISORY RESPONSIBILITIES:

- None

PHYSICAL REQUIREMENTS:

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead as required for tasks such as events.
- Ability to lift, grasp, carry, push, or pull up to 15 pounds.
- Ability to climb stairs while carrying objects up to 10 pounds in weight.
- Must be able to hold and grip objects.

PERSONALITY CHARACTERISTICS:

- **Conscientious:** carefully and thoroughly does their job, being very particular. Does not neglect any aspect of their job or do things carelessly. Takes pride in work.
- **Initiative:** self-motivated. Begins actions without having to be told to do so.
- **Organized:** arranges environment in a systematic manner to achieve objectives.
- **Stress Handler:** able to handle mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.
- **Verbal/Nonverbal Communication:** expresses self in a positive manner and interchanges thoughts, information and feelings orally. Is considerate, courteous, respectful, and well-mannered.
- **Agreeableness:** has a great deal of interest in other people, feels empathy and concern for other people, enjoys helping and contributing to the happiness of other people, assists others who are in need of help.

OTHER:

1. MUST have a current / valid MO driver's license and current /valid motor vehicle liability insurance. Harmony House does NOT provide insurance coverage for the employee's liability while using personal autos on agency business.
2. MUST pass a criminal background check.
3. MUST pass a 5 panel drug test.

ACKNOWLEDGEMENT:

I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Employee Signature

Date