

Volunteer Coordinator

Community Shelter Board is an award-winning non-profit organization leading the community's response to homelessness in Columbus and Franklin County. We are seeking a professional, self-motivated Volunteer Coordinator to manage and organize volunteer opportunities with a wide variety of community organizations and secure donated items for Van Buren Center in a full-time position.

Must be a persuasive, credible, and polished communicator with excellent interpersonal skills. Must excel at working collaboratively and effectively with external partners, other organizations and diverse groups of people. We're looking for a team player who can interrelate and operate effectively with others in a collegial, yet demanding and complex, work environment. Must have excellent computer skills and organizational skills. A positive, can-do, high energy, resilient attitude is essential to balance the multiple priorities you will face daily, along with the ability to have a flexible schedule to work some evenings and weekends.

The Volunteer Coordinator assists in setting volunteer management goals and objectives, planning and organizing department's activities, and evaluating volunteer involvement. Coordinates needs for programs and secures volunteers and in-kind items. Also works closely with the development department to build relationships with volunteers to both retain them as volunteers and engage them as donors.

CSB offers a competitive salary, an excellent benefit program including health, dental, and vision insurance coverage, life insurance, 401(k) plan and employer retirement plan, flexible spending accounts, and generous paid time off. We also offer an attractive, comfortable work setting and free downtown parking. Learn more about CSB at www.csb.org. Interested applicants should submit résumé and cover letter to hr@csb.org. EEO. Diverse applicants are encouraged to apply.

Title of Position: Volunteer Coordinator

Pay Range: \$35,000 - \$45,000

Status: Non-exempt, full-time

Benefits: Health, dental, vision, life, disability, pension, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Development Director

Unit: Development & Communications

BASIC FUNCTION

Develops and supports goals and objectives for the volunteer program reflecting the mission of Community Shelter Board. Manages the sourcing, training, performance and recognition of volunteers for various day-to-day CSB activities, meal servings, special events and volunteer projects. Secures donated items for CSB's new shelter and coordinates the organizing and handling of these items. Manages the assessment of volunteer and staff needs to provide engagement opportunities and deliver operational cost savings.

ESSENTIAL FUNCTIONS

1) Scheduling

- a) Maintain calendar for meal serving opportunities.
- b) Maintain calendar for collection drives and other activities.
- c) Coordinate volunteers for all agency outreach and community events.
- d) Coordinate volunteers for garden project.

- 2) Supervision/Accountability/Coordination
 - a) Supervise all volunteers.
 - b) Supervise a core team of regular volunteers that run the chore store, take inventory of donations, provide administrative assistance and manage the community garden.
 - c) Manage the gathering, tracking, and security of volunteer information within related databases.
 - d) Maintain volunteer page on website.
 - e) Partner with CSB management staff and partner agencies – including YMCA of Central Ohio and Freedom a la Cart – to assess specific volunteering needs including duties needing to be performed (position descriptions) and the number of volunteers needed. Ensure that adequate numbers of volunteers are available for various projects.
 - f) Conduct program evaluation for the purpose of assessing program success and improvement needs.
 - g) Utilize Raiser’s Edge to understand connections with volunteers and ensure appropriate information is captured in development database.
- 3) Donations of needed items
 - a) Secure needed items for shelter programs and operations.
 - b) Coordinate the allocation, organization, and handling of donated items.
 - c) Manage collection drives.
 - d) Collect \$50,000 worth of supplies in FY17.
 - e) Manage earn store.
- 4) Recruitment
 - a) Develop, promote, and maintain relationships with community stakeholders – corporations, foundations, families, faith-based and civic organizations, and school groups – to help influence decisions about volunteering and other engagement opportunities.
 - i) Lead on coordinating positive volunteer experiences for CSB investors and partners, such as Nationwide, Crane family and Cardinal Health.
 - ii) Recruit an average of 15 volunteers per dinner serving (5,475 volunteer shifts annually); estimate half are regular volunteers.
 - b) Conduct outreach at community events to recruit a diverse pool of volunteers and participate in volunteer fairs to promote CSB volunteer opportunities.
 - c) Respond to all volunteer inquiries for the agency.
 - d) Maintain public listings regarding volunteer opportunities.
 - e) Screen and interview volunteer candidates.
- 5) Training
 - a) Develop curriculum and related materials for all volunteer trainings.
 - b) Implement continuing education for volunteers.
- 6) Retention
 - a) Provide follow up and support for all volunteers.
 - b) Partner with CSB team members in the development of innovative opportunities for volunteer involvement and retention strategies.
 - c) Coordinate monthly updates and communication with volunteers.
- 7) Lead the meal serving giving program with plan and materials development for \$500 underwriting to support meal servings at Van Buren Center.
 - a) Develop a relationship plan for current volunteers.
 - b) Engage volunteers through phone calls, emails and events.

- c) Deliver cost-savings for Van Buren Center operations by securing 20 meal servings sponsorships (\$10,000) or meal hosts.
- 8) Fundraising with volunteers**
 - a) Create and implement plans to engage volunteers to become donors.
 - b) Research best practice giving methods: giving station/portal, business card reminder, follow up e-mail thank you with gift request.
- 9) Contributing to Grants Process (for Van Buren projects)**
 - a) Contribute to the grant writing process by researching and providing cost estimates to the grant writer.
 - b) Purchase supplies and equipment with awarded funds. Work with partner agencies to identify needs when appropriate.
 - c) Provide follow up information to grant writer for grant reports.
- 10) Recognition**
 - a) Organize volunteer appreciation events and other recognition efforts.
 - b) Provide on-going support and appreciation for all volunteers.
- 11) Program Implementation**
 - a) Recommend and implement programs and techniques to improve productivity, increase efficiencies, cut costs, take advantage of opportunities and implement state-of-the-art practices.
- 12) Faith Community**
 - a) Manage the Faith Leadership Council.
 - b) Engage the faith community in meal servings and ongoing volunteer projects at Van Buren Center.
- 13) Manage self and position responsibilities in a manner congruent with CSB values, mission, policies and procedures.**
 - a) Maintain confidentiality and discretion.
 - b) Maintain good, professional relationships with CSB staff and others.
- 14) Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.**
- 15) Other duties as assigned.**

KEY LEADERSHIP COMPETENCIES

- 1. Is adept at gaining the trust and respect of both internal and external customers; dedicated to meeting customer expectations and requirements.
- 2. Is a persuasive, credible, and polished communicator with excellent interpersonal skills.
- 3. Ability to work collaboratively and effectively with external partners, other organizations and diverse groups of people.
- 4. A team player, who can interrelate and operate effectively with peers and other associates within a collegial, yet demanding, work environment.
- 5. Ability to handle a variety of relationships, manage multiple tasks simultaneously and thrive in a complex environment.
- 6. Communicates a compelling and inspired vision or sense of core purpose, is optimistic, makes the vision shareable by everyone, and positive attitude for engaging others to achieve impact.
- 7. Widely trusted and seen as a direct, truthful individual.
- 8. Is able to marshal resources, information and activities in an effective and efficient manner to accomplish a goal.

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9. Can make decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure.
10. Effective planner to accurately scope out length and difficulty of projects; develop schedules and assignments.
11. Can handle stress and changing situations with composure.
12. Can compose correspondence dealing with issues and subject matter in ways that require considerable sensitivity, discretion, and/or judgment.
13. Able to inform supervisor and others effectively, thoroughly and in a timely manner.

SKILLS, KNOWLEDGE & ABILITIES

1. Skilled in Microsoft Windows, Outlook, Office, Access, Excel, Internet, and development database.
2. Excellent in engaging community members to build and maximize relationships.
3. Excellent communication skills, both oral and written.
4. Excellent organization skills.
5. Exceptional time management skills and ability to complete projects on time and within budget.
6. Ability to work independently, manage multiple projects, and complete projects per established timelines.
7. Demonstrated ability to accurately attend to detail.
8. Ability to work some evenings and weekends.

PHYSICAL OR MENTAL DEMANDS

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
2. Ability to multi-task and maintain/oversee multiple projects simultaneously.
3. Strong analytical and reasoning abilities.
4. Well organized.
5. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
6. Ability to establish credibility and be decisive but able to recognize and support the agency's needs and priorities.
7. Quick learner – able to grasp and oversee all departmental functions and comfortable in a fast-paced environment.

MINIMUM QUALIFICATIONS

1. Congruence with agency mission and values.
2. Bachelors' degree or comparable experience.
3. 1-3 years experience in volunteer program coordination, relationship-building, or development.
4. Experience working in a not-for-profit setting strongly preferred.
5. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.

**Community Shelter Board is an Equal Opportunity employer
and conforms to all applicable employment practices.**