

Job Description: Volunteer Services Coordinator

REPORTS TO: Executive Director

PURPOSE OF POSITION: To develop a comprehensive Volunteer Program, including development of systems to recruit and train the volunteers at the build construction sites and the ReStore and to maintain their volunteer information in the appropriate databases. Must be available on-site at the appropriate house build sites, as needed. Document the process operations of the affiliate's staff members and volunteers to ensure that the correct policies and procedures are in place for recordkeeping.

Qualifications

- Bachelor's degree and preferably 1+ year(s) of experience working with volunteers
- Strong commitment to the mission of Habitat for Humanity
- Experience in project management
- Knowledgeable of best practices for a managing nonprofit volunteers
- Professional appearance and demeanor
- Strong leadership skills: able to enlist others in pursuing common goals
- Strong oral and written communication skills; able to effectively communicate Habitat's mission and case for support
- Able to successfully recruit and work with volunteers to support mission
- Comfortable working in a 'small shop' environment, handling multiple tasks
- Computer literate with word processing, database, spreadsheets and scheduling software; internet; social media and e-mail
- Ability to read, analyze, and interpret general business materials
- Able to lift up to 35 pounds
- Valid Texas driver's license and operational vehicle

VOLUNTEER ORIENTATION & PLANNING FOR THE RESTORE & CONSTRUCTION BUILDS.

1. Learn about the history and organization of Habitat for Humanity International.
2. Learn about the local affiliate and its philosophy and structure including the history, results, productivity, etc.
3. Become familiar with the service area and community in Denton County.
4. Within the FIRST TWO WEEKS of the project participate in a planning session with the Construction Project Manager and the ReStore Manager to develop a realistic timeline for goals and objectives.

DEVELOP VOLUNTEER RELATIONS AT THE RESTORE AND CONSTRUCTION BUILD SITES.

1. Research, develop and document system for recruiting scheduled volunteers for the ReStore and specific leadership roles at the construction build sites.
2. Work with the Restore Manager and the Construction Project Manager to develop long term goals and objectives.
3. Work with the ReStore Manager and the Construction Project Manager to develop plan of action for accomplishing goals and objectives and develop a timeline.
4. Create specific job descriptions for the assigned volunteers at the ReStore and update the construction build job descriptions, as needed.

ENHANCE THE VOLUNTEER PROGRAM TO PROVIDE BETTER COMMUNICATION WITH VOLUNTEERS, IMPROVE PLACEMENT AND ENHANCE VOLUNTEER OPPORTUNITIES.

1. Evaluate present volunteer program and identify areas of improvement. Research other Habitat affiliates' volunteer programs.

2. Learn the Keystone, Constant Contact, Salesforce, Sign-Up Genius, and Volunteer Match databases to enter all volunteer information from the forms, waivers, etc. collected/submitted from the ReStore and build sites.
3. Improve placement of volunteers by matching their skills, interests and define their specified assigned task(s).
4. Improve the internal communication systems with volunteers, ensuring that volunteers become and remain engaged with Habitat, ensuring also that volunteers have a contact and understand what they are doing and stay on their assigned schedule.
5. Visit area senior centers and homes to improve outreach and recruit members from their facilities. Clearly communicate what opportunities are available for volunteers and what the expectations for each opportunity
6. Develop targeted recruiting plan geared to increase recruitment of skilled volunteers.
7. Develop the materials and a system to have volunteers evaluate their experience with Habitat and identify a retention plan from their feedback.
8. Enhance hospitality on site at the ReStore and the builds, including developing a sign-in procedure, Habitat introduction, site orientation and safety training, and a process system to track volunteer hours.
9. Assist the committee members to increase membership via recruitment letters, emails, Facebook, website, etc.