

Family Promise of Greater Roanoke

Job Description

Volunteer Coordinator

JOB SUMMARY:

Family Promise of Greater Roanoke (FPGR) is a program designed to help families with children who are experiencing homelessness. This position will manage volunteer and community relationships and related communication. Work will involve working with organizations throughout the community to identify and develop volunteer opportunities to contribute towards the mission of Family Promise.

SPECIFIC DUTIES & RESPONSIBILITIES:

Maintain Positive Volunteer and Client Relationships

- Schedule affiliate congregations and other organizations that want to volunteer. Work with all staff to identify volunteer opportunities.
- Work in tandem with the Executive Director to recruit new congregations.
- Develop ways in which organizations, congregations, and businesses can get involved to help meet the needs of Family Promise. In conjunction with appropriate staff, conduct volunteer training and informational sessions for congregations, new volunteers, and new contacts.
- Reach out to local businesses and organizations for sponsorships, donations and volunteer support for events, drives and project opportunities.
- Facilitate all volunteer opportunities including scheduling, sign-ups, communication, and supervisor of each event.
- Lead and facilitate volunteer appreciation efforts.
- Develop job descriptions and recruitment materials for all volunteer positions, using established Family Promise curriculum and training platforms whenever possible in conjunction with the Executive Director.
- Meet with host coordinators quarterly alongside the Shelter Program Manager.
- Develop a schedule and standards for donations including in-kind household donations and furniture donations.
- Recruit and supervise donation program volunteers.
- Coordinate groups and individuals for one-time or repeat volunteer projects.
- Assist with recruiting volunteers for the SkillUp Program.
- Coordinate holiday and supply donation drives.
- Maintains respectful communication with the guest families while monitoring guest compliance with FPGR Guest Guidelines.

Recordkeeping and Communications

- Submit monthly reports as required.
- Establish and maintain a recordkeeping system to track volunteer hours, performance, and work performed using Family Promise software whenever possible.

- Assist with developing and updating written guidelines for Shelter volunteers, ensuring the program operates in a uniform fashion throughout the network.
- Ensure that volunteers are properly thanked for their work within a timely manner.

Minimum Qualifications:

High School Diploma or equivalent and previous volunteer relationship experience is required. Bachelor's degree preferred. Must have excellent communication, including writing, proofreading, and interpersonal skills. Must be detail oriented. Ability to complete projects with limited supervision. Proficient using Microsoft Office products. Must have a valid Virginia driver's license and be able to pass a criminal background check. Must be able to lift 25 lbs.

Accountability:

The Volunteer Resources Coordinator reports to the Executive Director and works closely with all staff members.