

Job Title: Volunteer Coordinator – AmeriCorps Member		Department: Admin	
Reports to: Director of Communication		Date: 08/24/2017	
Job Code:	Type of position:	Americorps	Position Details:
WC Code:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	Full-Time	<input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

JOB SUMMARY

The volunteer coordinator will serve as the main point of contact for people who are interested in volunteering for the Homeless Alliance. The coordinator must be friendly, organized, demonstrate excellent written and verbal communication skills, be comfortable in the Day Shelter environment and working with people of different backgrounds, have proficient computer skills, and be willing to learn about the complex issue of homelessness in order to answer questions and educate volunteers. This is a full-time AmeriCorps funded position.

RESPONSIBILITIES

- Maintain volunteer descriptions and current list of needs. Develop new positions as needed.
- Respond to volunteer inquiries, provide details, schedule, and collect necessary waivers.
- Coordinate special volunteer requests and group activities.
- Provide volunteer orientation. In addition to volunteer training, this may include tours of the campus and answering general questions about homelessness.
- Develop and maintain a volunteer database and track data.
- Develop a volunteer appreciation program, including writing and sending thank you notes.
- Follow-up with people after they volunteer to collect feedback.
- Maintain volunteer calendar.
- Work with the director of communication to develop and distribute regular volunteer updates.
- Provide support for the Fresh Start art program including coordinating and communicating with program volunteers.
- Assist with in-kind donation coordination. This would include coordinating in-kind donation pick-up and delivery between the donors, the volunteer delivery drivers, and the case managers as well as working with volunteers to sort and organize storage and donation closets.

REQUIREMENTS

- Dedicated to end homelessness in Oklahoma City with a sense of urgency.
- Strong writing, reading, listening and speaking communications skills.
- Possess well-developed, decision making skills, attention to detail with a high level of accuracy.
- Ability to excel in a diverse, collaborative team environment.
- Possess a high level of interpersonal skills to handle sensitive and confidential Homeless Alliance, client, donor, and employee information and situations.
- Able to multi-task and remain calm in demanding and unpredictable situations.
- Possess ability to understand various Homeless Alliance operations and procedures.
- Able to maintain a professional, customer service-oriented attitude at all times.
- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.; able to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Ability to work and communicate with staff, volunteers, clients, vendors, community agencies, etc. to meet their needs in a polite, courteous and cooperative manner, yet appropriate assertive as situation may demand.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Applicant must have proficient computer skills including but not limited to knowledge of Outlook, Excel, and Word.

To be eligible to serve as an AmeriCorps Member, an individual must:

- Be a U.S. Citizen or U.S. national or lawful permanent resident alien of the United States (individuals who are in the United States under a student, work or tourist visa are not eligible to become an AmeriCorps member);
- Be at least 17 years old;
- Have a high school diploma or GED or agree in writing to obtain one while serving.

LICENSES AND CERTIFICATIONS

- Valid Oklahoma driver's license & Proof of Insurance

HOURS AND SALARY

- Full-time AmeriCorps Members must complete 1,700 hours of service within one year.
- Normal operating hours are 8:30 to 4 p.m. Monday through Friday. Occasional early morning, evening, or weekend hours may be required.
- Full-time AmeriCorps members will receive a living allowance designed to help members meet necessary living expenses. The member will receive an education award of \$5,815 to pay for current educational expenses at qualified institutions of higher education or to repay qualified student loans upon successful completion of their service year. Additionally, full-time AmeriCorps members are eligible for a no cost health care benefit and potentially a child care benefit.

PHYSICAL REQUIREMENTS

While performing duties of this job, the employee is regularly required to sit and work at a computer for long periods of time in an office environment and must be able to lift/move weight up to 25 lbs. Employee is also required to accept incoming calls and must be able to hear and speak. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent perform the responsibilities and functions of the job efficiently. Must have the manual dexterity to manually operate and use a computer. Incumbent must be able to drive in all weather and road conditions. The noise level is quiet to moderate; non-smoking environment.

Work Environment

The employee will work in an office and public, service-delivery environment. Hectic situations can occur in the public area of the facility characteristic to working with the homeless community and the related concerns and situations related to homeless conditions. Potential exists for volatile and unpredictable situations to occur. May experience exposure to strong odors such as soiled clothes and poor hygiene.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

This is a grant-funded position and is contingent upon the availability of funds.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

To apply, send cover letter and résumé with three professional references to Kinsey Crocker at kcrocker@homelessalliance.org