



Job Description

Title: Volunteer Coordinator

Reports to: Executive Director

FSLA Status: Non-Exempt

Job Status: Full Time

Supervises: N/A

Summary:

Provide foundational volunteer direction, outline and implement common volunteer onboarding structure, guide, and directly support volunteer relationships and opportunities within Catholic Charities of Central and Northern Missouri. Provide ongoing training for current volunteer engagement systems used for volunteer recruitment, communication, and metrics. Develop goals, plans, and best practices for the programs of Catholic Charities to apply to their volunteer structures and assist and support the programs with this implementation and with their volunteer engagement.

Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities adheres to the social and moral teachings of the Catholic Church.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Organize, implement, modify best practice for on boarding and aligning volunteers across all programs at Catholic Charities.
- Lead consistent marketing & recruitment through main volunteer database/in conjunction with Development & Outreach department.
- Assist/support any current and new volunteer initiatives where needed.
- Monthly reporting capturing the various volunteer interactions/central point for collection of annual volunteer demographics for Catholic Charities.
- Hosting monthly/consistent volunteer coordinator engagement.
- Lead and manage all training regarding volunteer database management, volunteer onboarding, and general volunteer procedures for Catholic Charities for associated volunteer coordinators.
- Publication of monthly volunteer newsletter/social media communication for main central list.

- Researching and providing additional useful training, support, and opportunities to volunteer coordinators.
- Manage and research current, new and potential database systems, and integration for volunteer engagement.
- Creation and organic storage of all volunteer coordination roles & responsibilities for growth and ease of transition.
- Coordination/management lead for major events at Catholic Charities without volunteer coordination:
- Central point for intake and distribution of all general volunteer request calls/emails/communication.
- Maintain professional ties with other service organizations/boards/committees for the benefit of the volunteer ministry.
- Full-time work schedule may include isolated weekend and/or evening engagements during the year.
- Maintains confidentiality of client and agency information.
- Supports, promotes, and adheres to Catholic Charities' vision, mission, values, and Code of Ethics.
- Reflects Catholic Charities' commitment to treating all persons with dignity and respect.
- Direct assist with Parish & Community Relations when feasible.

OTHER DUTIES AND RESPONSIBILITIES

- Completes special projects as assigned.
- Participates effectively as a team member through communication, cooperation, information sharing and problem solving.
- Participates in staff trainings and programs as required.
- Any other tasks or duties as assigned.

EDUCATION and/or EXPERIENCE

Bachelor's degree (BA/BS) from accredited four-year college or university; and two to four years related experience and/or training; or equivalent combination of education and experience.

Computer Skills

Demonstrates proficient computer skills and familiarity of Microsoft Office software applications including Outlook, Word, Excel and PowerPoint.

Workplace Ethics

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

Communication Skills

Exhibits good interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits good team building abilities. Expresses ideas and thoughts clearly in both written and verbal form. Exhibits good listening and comprehension skills; seeks clarification when needed and selects and uses appropriate communication methods. Ability to communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports, business correspondence and procedure manuals utilizing proper English, grammar, punctuation and spelling; proofreads with accuracy and completeness to produce documents requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community. May require ability to write speeches and articles for publication that conform to prescribed style and format.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations

N/A

Other Skills and Abilities

Knowledge of standard office procedures including alphabetic and numeric filing, mail processing, and record keeping. Ability to meet deadlines by effectively planning, organizing and prioritizing work assignments while managing frequent interruptions. Knowledge and ability to operate various office machines including: computer, printer, copier, scanner, fax machine, telephone, and calculator.

Other Qualifications

Ability to successfully pass a child abuse registry check and criminal background check, and requires completion of the Protecting God's Children VIRTUS training session.

Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local and limited state-wide travel required.

This position requires the ability to work occasional evenings and weekends.

The work of Catholic Charities serves as an expression of the ministry of evangelization of the Roman Catholic Church by serving the poor and most vulnerable in our society. Although staff are not to proselytize, they are, however, expected to be guided in every way by the teachings of the Catholic faith in their daily work. These include church teachings on abortion, sterilization, abstinence, and the sanctity of the family as well as fidelity to the Catholic ethical religious directive of the United States Conference of Catholic Bishops. In addition, all staff are invited to attend periodic Catholic Masses. As employees of Catholic Charities, it is further expected that staff will adhere to the Diocesan code of conduct. Employees are expected to not only perform duties consistent with the Doctrines of the Catholic faith, but outside of the workplace they are expected to refrain from publishing any communication in any form, electronic or otherwise, that affiliates them with Catholic Charities in a manner that is inconsistent with the doctrine of the Roman Catholic faith.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract.

Employee Signature _____

Printed Name _____

Date _____