

CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION

TITLE: Parish Volunteer Coordinator
DEPARTMENT: Refugee Assistance & Immigration Services
SUPERVISOR: Program Director
STATUS: Part- time/non-exempt (approximately 20 hours per week)

Job Summary: This position is responsible for unique outreach to the Catholic Parishes to enhance the family mentor volunteer services for the Refugee Assistance & Immigration Services (RAIS) program at Catholic Social Services. This includes volunteer recruitment, screening, placement, orientation, training, evaluation, recognition, and tracking.

Qualifications:

Personal: Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Individual must have a sincere commitment to the mission of CSS, an interest in the refugee program and the individuals this program serves. Must work well as a member of a team. Must be flexible, dependable, possess good written and oral communication skills and demonstrate attention to detail and organization.

Education/Experience Requirements: Experience in volunteer recruitment and management strongly preferred. Experience volunteering with immigrants and refugees desirable. Preferred: BS in Human Services or related field.

Skills: Strong communication skills and experience in public speaking; proficiency in Microsoft Word and Excel. Must be able to take initiative and work with little supervision. Must appreciate and understand the concepts and rewards of volunteerism and the services performed by volunteers.

Physical Requirements: Ability to lift up to 40 pounds (moving of display boards, boxes of information, booklets, etc); assist in physical set up and clean up of events and activities.

Other Requirements: Valid Alaska driver's license, own vehicle (travel is required). Must be available evenings and weekends when necessary.

Training Requirements: Agency & department orientations and Crisis Prevention Institute training.

Responsibilities:

1. Volunteer recruitment
 - Work closely with RAIS staff to identify program volunteer needs; ensure job

descriptions are developed to reflect these needs.

- Develop and maintain strong relationships parishes. Attend and participate in parish ministry fairs and other volunteer events.
 - Implement monthly volunteer e-news and keep community relations office aware of Parish volunteer activities.
2. Volunteer screening
 - Interview all potential volunteers in person, by phone or through the volunteer questionnaire.
 - Check references and provide appropriate background checks.
 - Match potential volunteers to refugee families/ clients.
 - Coordinate closely with RAIS staff to ensure referrals meet program requirements.
 3. Volunteer Orientation/Training
 - Hold orientations for family mentor volunteers in coordination with CSS Volunteer Coordinator.
 - In coordination with CSS Volunteer Coordinator, offer monthly meetings for active family mentors. Offer assistance/ guidance to volunteers weekly.
 - Provide resource information for additional training (CPR, first aid, etc).
 4. Volunteer Evaluation
 - Create a mechanism evaluation of grant outcomes.
 - Ensure evaluations are performed on a regular basis.
 - Utilize volunteer evaluations to evaluate the effectiveness of the volunteer.
 5. Volunteer Recognition
 - Coordinate with CSS Volunteer Coordinator about volunteer recognition opportunities.
 - Create opportunities for volunteer recognition in the Parishes.
 6. Volunteer Tracking
 - Maintain volunteer statistics.
 - Maintain active volunteer database (close out non-active volunteers).
 7. Be a positive, energetic contributor to community collaborative efforts. Seek additional resources available in the community to support activities.
 8. Respectfully listen to client, donor and volunteer concerns and attempt to resolve the issue when possible. If not readily remedied, document the situation and consult as soon as possible with the Program Director. Follow all CSS agency grievance policies and procedures.
 9. Update, organize, and maintain volunteer packet materials.

10. Act as liaison between staff members and volunteers working with RAIS team members to ensure compliance with process, procedure and liability requirements
11. Work closely with the CSS Development team to create a path for volunteers to become donors.
12. Maintain regular and reliable attendance.
13. Perform other work related duties as assigned.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

CC: personnel file