

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: RAIS Volunteer Coordinator
DEPARTMENT: Communications
SUPERVISED BY: Community Engagement Manager
STATUS: Full-time / hourly / non-exempt
UPDATED: January 2024

Job Summary: This position is responsible for engaging volunteers to further the mission of Catholic Social Services through volunteerism and engagement. This includes volunteer recruitment, orientation, training, evaluation, recognition, and tracking. The position reports to the Community Engagement Manager and works closely with the RAIS program staff. Enlisting the input and involvement of colleagues and the community, this position identifies and implements opportunities for involvement with RAIS programs and clients.

QUALIFICATIONS:

Competencies: Must be able to maintain confidentiality and treat all individuals with dignity and respect. Individual must have a sincere commitment to the mission of CSS, its programs and the people they serve. Must be professional and represent Catholic Social Services in all settings with a gracious and positive attitude. Must have a strong work ethic, a positive attitude and 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: High School Diploma required, bachelor's degree in communication, public relations, or related field preferred. Experience in volunteer management with specific experience in volunteer recruitment and training required.

Skills: Strong written and verbal communication skills. Must have strong computer skills (Windows, Outlook, MS Word, MS Excel, and MS PowerPoint).

DUTIES & RESPONSIBILITIES:

Volunteer Coordination

1. Data entry, including processing new applications, making reports, and other tasks as needed.
2. Work with RAIS programs on maintaining volunteer hours.
3. Work with HR to conduct background checks.
4. Maintain communication with potential volunteers through the application to program process.
5. Maintain current and archived volunteer files and databases.

6. Monitor the volunteer email and calendar.
7. Conduct volunteer orientation and follow up calls to new volunteers.
8. Assist in developing and updating training materials.
9. Create strong rapport and relationships with volunteers.
10. Work with volunteers at the program level to gain a good understanding of volunteer duties and volunteer interests.
11. Work closely with development to ensure all volunteers are being properly stewarded and given opportunities to support the agency further should they be interested.
12. Provide event support with volunteer recruitment, day of organization, and appreciation.
13. Develop and maintain a comprehensive recruitment, orientation, training, retention, and recognition plan.
14. Ensure that all volunteers are knowledgeable and feel valued.
15. Attend volunteer events as needed, occasionally during evening and weekend hours.
16. Connect volunteers to RAIS clients through volunteer opportunities.

Community Engagement

1. In partnership with the communication team, develop and maintain appropriate collateral materials for recruitment of volunteers.

General:

1. Valid driver's license and vehicle insurance.
2. Maintain regular and reliable attendance.
3. Other duties as assigned.

Physical Requirements: Ability to lift 25 pounds.

Training Requirements: Attend Agency and department orientation. Attend all staff meeting and training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

