

## Volunteer Coordinator

### **Primary Duties and Responsibilities**

Volunteer Coordinator performs some or all of the following duties:

*Plan the volunteer program/service:*

- Develop and implement goals and objectives for the volunteer program which reflect the mission of the organization
- Assess the need for volunteers to enhance program/service delivery
- Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary
- Develop and administer forms and records to document the volunteer activities
- Identify volunteer assignments that provide meaningful work for volunteers and write the volunteer position descriptions in consultation with staff as appropriate

*Engage volunteers:*

- Promote the volunteer program to gain community support of the volunteer program and the organization
- Develop and implement effective strategies to recruit the right volunteers with the right skills
- Develop and implement an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualification, and interests of the volunteers and the needs of the organization
- Implement a screening process for potential volunteers according to accepted screening standards and practices

*Lead the volunteer program/service:*

- Orient volunteers to increase their understanding of the organization, its clients, its services and the role and responsibilities of volunteers
- Ensure that volunteers are given appropriate training to be successful in their positions
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures
- Ensure that volunteers receive the appropriate level of supervision
- Assist with conflict resolution among clients, staff and volunteers according to established procedures
- Establish and implement a process for evaluating the contribution of individual volunteers
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization

*Control the volunteer program/service:*

- monitor the volunteer tasks are meeting the scheduled task timelines and if behind schedule be willing to step in and get back on schedule
- Evaluate the contribution of each volunteer on an annual basis