

Job Description: Volunteer Coordinator



Organizational Chart



General Description

This position will be responsible for:

- † Carrying out volunteer coordinator duties to ensure all Well polices and processes pertaining to the volunteer program are followed.
- † Ensuring effective recruitment, retention, and recognition of volunteers serving throughout the Well organization

General Information, Qualifications, and Requirements

This position requires the ability to recruit prospective volunteers by promoting the ministry and mission of the organization. It also requires the ability to successfully implement efforts to retain and recognize existing volunteers. The qualified candidate will have previous volunteer coordinator experience. Ministry background is preferred but not required.

The candidate will be highly relational, detail oriented, teachable, and committed to biblical principles. The candidate should demonstrate wisdom, self-motivation, collaboration, flexibility, and giftedness and maturity in working with others.

This position works closely with site leadership team and the site administrative team. This position reports directly to the Site Director.

This position is a part-time hourly position that would be located at the Well site in which the position serves.

Desired Skills and Character Traits (*1 Timothy 3:1-13*)

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| † Servant-minded and submissive in spirit | † Flexibility |
| † Hospitable | † Disciplined with time and effort |
| † Team player | † Prompt |
| † Exemplary integrity and work ethic | † Organized, detail oriented, and process focused |
| † Teachable spirit | † Able to maintain confidentiality |
| † Discerning in conversations | † Professional |
| † Eagerness to contribute | |
| † Diligence | |

Desired Spiritual Gifts (*1 Corinthians 12:1-31; Romans 12:1-21*)

- † **Administration:** Able to develop and implement organizational processes.
- † **Exhortation:** Able to encourage and motivate volunteers and supporters; gracious with others in all situations

- † **Discernment:** Able to distinguish, discern, judge or appraise a person, statement, situation, or environment.
- † **Serving:** A focus on meeting needs, both in those we serve and those that serve alongside us
- † **Leadership:** Able to lead others by example with clear direction and wisdom

Key Areas of Responsibility

- Volunteer Recruitment
 - Works with Well team members to understand and identify specific volunteer needs throughout the organization.
 - Spearheads strategies and organizes volunteer recruitment efforts for recruiting volunteers within the general community and within partner organizations including local churches, businesses, and civic groups.
 - Identifies and reaches out to specific individuals within the community to recruit as volunteers.
 - Develops and utilizes tools for volunteer recruitment including Well mission presentations and volunteer service descriptions.
- Volunteer Retention
 - Works with site administrative team and site leadership team to ensure volunteer onboarding and orientation processes are running smoothly and effectively.
 - Works with site leadership team to enhance volunteer engagement efforts including volunteer trainings and information/feedback opportunities.
 - Provides continuous improvement mindset to evaluate all aspects of volunteer program with a focus on volunteer satisfaction. Makes recommendations as needed for changes to the program with the goals of improving organizational efficiencies and improving overall volunteer experience.
- Volunteer Recognition
 - Leads the planning and implementation efforts for annual volunteer appreciation events.
 - Plans and implements efforts for periodic volunteer appreciation throughout the year.

Volunteer Coordinator Requirements:

- Previous volunteer coordinator experience. Ministry background is preferred but not required
- Strong organization skills with an emphasis on managing details.
- Outstanding verbal and written communication skills.
- Enjoys working with a diverse group of people.