

**DOMESTIC VIOLENCE CENTER OF CHESTER COUNTY
JOB DESCRIPTION**

Coordinator of Volunteers – Temporary Position

Job Title: Coordinator of Volunteers – Temporary – September 30, 2020
Work Week: 40 Hours (Mon. - Fri. 8:30 am -4:30 pm; some evening and weekend hours required)

FLSA Status: Nonexempt
Reports to: Director of Education Programs

Job Scope/Summary: The Coordinator of Volunteers is the individual that manages volunteers by providing supervision, direction, coordination, and consultation to support victims on behalf of the Domestic Violence Center of Chester County (DVCCC); strengthen public or private programs and involve a community of supporters.

THE COORDINATOR of VOLUNTEERS RESPONSIBILITIES INCLUDES:

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization.
- Surveying staff regularly to assess needs for volunteer assistance
- Recruiting, interviewing, selecting, training, scheduling, supervising, and evaluating volunteers.
Develop, and maintain volunteer service descriptions for each volunteer assignment.
- Ensure volunteers are staffed to support the various areas of operations, to include DVCCC's direct services, exhibits at events, special events, development, and marketing communications.
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations.
- Conduct and/or arrange for volunteer orientation and training.
- Provide ongoing support and guidance for volunteers: act as a single point of contact for communications; confer with volunteers to resolve grievances and promote cooperation and interest.
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation.
- Manage volunteer policies, procedures, and standards of volunteer service.
- Assess feedback received through comment forms.
- Organize and participate in volunteer recognition programs and special events.
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Works with DVCCC's individual programs to determine the extent of the services needed for each victim program.
- Build community among volunteers and victims.
- Raise awareness and refer victims to other appropriate resources.

Qualifications/Skills

- Ability to lead groups of people.
- Excellent listening and communication skills.
- Creative in structuring programs to keep volunteers engaged.
- Good organizational and collaboration skills.
- Reliable and committed.
- Has the ability to effectively present information.

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- Strong commitment to the mission and goals of DVCCC, professional work goals and personal development.
- Through knowledge and understanding of issues confronted by victims of abuse.
- Able to work with victims and their children. Able to work with a diverse population and assist them with addressing their trauma.

Other Requirements

- Must be willing to work flexible hours to meet program needs and grantor accountability requirements.
- Adhere to all agency policies and procedures (attendance, work hours, paperwork, etc.)
- Child abuse, criminal and FBI clearances as required by the state and DVCCC.
- Computer proficiency in Microsoft Office Products.
- Must have transportation to travel.

Training

- Attend a minimum of 15 hours of training annually
- Complete PCADV'S required 45-hour counselor/advocate training and PCCD's training requirements.

Team Work

- Fill in the required data collection information. Prepare a monthly progress and challenge report for supervisor.

Physical Requirements:

- Much of the work performed is sedentary in nature yet may require the employee to exert themselves with minimal force and/or be able lift or move light objects associated with the job responsibilities.

Disclaimer

The information provided in this description has been designed to indicate the general nature and level of work performed by employees within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

MINIMUM TRAINING AND EXPERIENCE

- Bachelor's degree in Social Services or related field.
- Three years related experience in managing volunteer programs and/or leading teams.
- Equivalent combination of education and experience.

HR use only	
Last revised	March 6, 2020
Management? (Yes/No)	No
E/NE status	Nonexempt

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Employees' Signature

Date

Chief Executive Officers' Signature

Date