



<u>Job Title:</u> Volunteer Recruitment Coordinator	<u>Reports to:</u> Director of Advancement
<u>Classification:</u> Full-time, Exempt, employed at will	<u>Wage:</u> DOE

General Summary

The Volunteer Recruitment Coordinator (VRC) under the direction of the Director of Advancement, will support and coordinate efforts to meet the goals of recruitment, retention, and recognition of new Family Advocates volunteers. The VRC will be a high energy self-starter and responsible for identifying recruitment opportunities for volunteers for all Family Advocates departments: CASA, Family Strengthening, Administrative, and Advancement. The VRC is also responsible for the advertising of volunteer opportunities and will work closely with the Advancement team to coordinate social media calls to action and convey needs. The VRC will have a strong volunteer management or customer service background, be creative, resourceful, and share the passion for the Family Advocates mission.

DUTIES & RESPONSIBILITIES

Recruitment

1. Develop an annual recruitment strategy based on the anticipated needs of the upcoming year.
 - Including broad-based recruitment and targeted recruitment for specific skill sets/program needs
 - Develop recruitment events scheduled weekly/monthly and open to the public
2. Identify and engage viable sources for recruiting volunteers.
3. Manage and maintain a schedule to present volunteer opportunities to sources in the community both virtually and in person.
4. Respond to all volunteer inquiries via email or phone within 48 hours of initial inquiry.
5. Educate and train staff on volunteer recruitment messaging and active recruitment efforts by all staff.

Interns

1. Manage the Intern Program for Family Advocates.
2. Work with Directors to identify and fill intern opportunities.
3. Work with interns to ensure a smooth selection process, fulfilling internship, and internship closeout.
4. Identify and collaborate with schools offering internships.

Retention

1. Provide research and support to programs to retain volunteer assets.
2. Look for opportunities to create a sense of belonging and connection to the organization for volunteers in addition to their specific volunteer role.

Data Collection

1. Collect data in various steps of the recruitment and retention process to identify best practices, gaps, and other insights; identify meaningful segmentation.
2. Ensure data quality of information in CRM and other data collection resources and measure metrics; unify volunteer data across all channels.



3. Create and conduct Family Advocates Volunteer Survey to collect feedback from active volunteers.

Marketing

1. In coordination with the Community Engagement Manager, develop recruitment materials and a marketing strategy to recruit volunteers and provide recognition throughout the year.

Additional Duties

1. Assist with the policy and procedure updates as needed for this department.
2. Provide regular reports on requested information for the purpose of program management and grant writing, as needed.
3. Gather feedback from volunteers through digital surveys and paper questionnaires to maintain high standards for recruitment program.
4. Support executive director in administrative duties as related to the volunteer Board of Directors.
5. Other duties as assigned.

QUALIFICATIONS to perform the position successfully.

- An undergraduate degree in a related field or equivalent professional experience
- Ability to work in a team environment to achieve strategic and departmental goals
- Strong interpersonal skills and ability to work well with others
- Excellent public speaking, presentation and written communication skills
- Strong systems management skills
- Ability to organize tasks, information, and interactions toward accomplishment of established goals
- Proven volunteer recruitment experience
- Self-starter and ability to sustain a high level of activity with minimal supervision

Other qualifications:

- Demonstrated ability to remain calm and focused on stressful situations.
- Maintain timely and reliable attendance.
- Maintain a professional appearance.
- Maintain reliable and insured transportation as well as a valid driver's license.
- Ability to work a flexible schedule to include some evenings and weekends.
- Be at least 21 years of age.
- Complete and pass Idaho Supreme Court background check inclusive of national sex offender registry and Idaho Department of Health and Welfare Child Protection registry check.

This position is exempt (salary) and “at will” under Idaho law. This job description does not and shall not be interpreted as an attempt to alter the at-will employment of this position.

SUPERVISOR RESPONSIBILITIES

This position may supervise interns in accordance with Family Advocates policies and procedures. Responsibilities may include interviewing, hiring and training interns; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Family Advocates is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of any kind. Family Advocates is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Family Advocates are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, sexual orientation, family or parental status, or any other status protected by laws or regulations. Family Advocates will not tolerate discrimination or harassment based on any of these characteristics.

DISCLAIMER

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.