

**POSITION TITLE: VOLUNTEER & OUTREACH COORDINATOR**  
**DEPARTMENT: DEVELOPMENT**  
**SUPERVISED BY: CHIEF DEVELOPMENT OFFICER**

### **About the Position**

Full-time development position in a fast-paced, stable nonprofit organization focusing on youth development and education. The ideal match will be responsible for recruitment and retaining volunteers, community outreach and public education activities and communication to community stakeholders. Coordinator will report to the Chief Development Officer and Development Operations Manager. The Coordinator is also required to operate consistently within the program standards, mission, and guidelines as outlined by the Agape Youth and Family Center's Policy Manual.

### **Duties and Responsibilities:**

#### **Volunteers:**

- Recruit and screen potential volunteers. Ensure that volunteer placements are appropriate for the volunteers and the agency.
- Research and write volunteer policies and procedures, including risk assessments.
- Communicate with other departments within Agape to understand volunteer needs and develop partnerships.
- Generate appropriate volunteering opportunities and role descriptions based on the needs of Agape.
- Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns (in collaboration with Marketing efforts).
- Monitor, support, motivate and accredit volunteers and their work
- Celebrate volunteering by nominating volunteers for awards and organize celebration events
- Develop and retain relationships with local youth-serving agencies to creating development opportunities for families within agape.
- Conduct agency tours and provide historical and programmatic information of interest to community stakeholders and volunteers.
- Maintain and update all volunteer program records including volunteer personnel records, required training records, and active volunteer lists.
- Coordinate the 2-Hour Darkness to Light advocate training and serve as liaison between volunteers and staff members.
- Create annual calendar for orientations/information sessions, in coordination with the training schedule.
- Plan appreciation/recognition events for volunteers and coordinate volunteer meetings.
- Assist in the development, implementation and evaluation of the agency programs, policies and procedures.
- Advocate in the community on behalf of survivors of domestic violence and provide backup coverage to include hotline and counseling duties as needed.
- Perform development department general administrative support.
- Ensures the integrity of data and supports the Development team in other tasks as assigned.

- Other duties as assigned.

**Event Support:**

- Serving as a collaborative member of the Agape staff and development team
- Serving event chairs and host committees
  - Serve as Agape point of contact, providing professionally crafted communications and up to date information as needed.
  - Track host committee member participation and provide follow up
  - Keep track of event pledges and payments by category
  - Manage event registrations and volunteer recruitment and training on Greater Giving software
  - Respond with professional immediacy to all event chair, host committee and attendee communications
- Co-lead planning and execution of community outreach events including The Great Backpack Giveaway, Extreme Bedroom Makeover, and The Agape Holiday Gift Store.
  - Serve as the In Kind contribution solicitor for event
- Track financial and in-kind support for ongoing events and provide reports weekly or as requested. Provide year-to-year, comparative, post-event reports for each event.
- Plan and coordinate other events as needed

**Qualifications and Requirements:**

- Bachelor's degree plus 2 years' experience, or 4 years proven related experience in communications, education, community outreach, social services, or related field
- Staff or volunteer development experience; ability to mediate, direct and enlist others' cooperation
- Thorough knowledge and understanding of underserved populations a plus.
- Strong leadership skills, organizational abilities and ability to be patient and calm in stressful situations.
- Proficiency in Microsoft Office including word, Outlook, PowerPoint, and Excel.
- Excellent written and verbal communication skills.
- Must be sensitive to the challenges of underserved families, and have the ability and desire to work with people of different ethnic and socio-economic backgrounds.
- Must complete 2-hour Darkness to Light training program within two weeks of employment.
- Background check clearances required prior to start of employment.
- Must have a valid driver's License.
- A self-motivated team player with excellent interpersonal and customer service skills to deal with a variety of personalities in a positive manner.

I have received, reviewed and fully understand the job description for the above position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.