



Position: Volunteer Program Assistant

Position Summary: The Volunteer Program Assistant will work under the direction of the Volunteer Manager to recruit, screen, schedule and provide hands-on training to volunteers. This position will nurture and retain new and current volunteers by providing administrative and operational support to empower volunteers to execute their roles that are vital to the House's daily operations.

Position Reports To: Volunteer Manager

Nonexempt **Exempt (check one)**

Hours: This is a part-time 25-29 hour per week position. Flexibility of hours is needed to meet the needs of volunteers, but will generally work Monday-Friday between the hours of 8am-6pm. Work hours will be scheduled for evenings and weekends depending on the needs of the program and agency events. The employee in this position must be available to work one weekend shift per month.

Competencies:

Compassion; Strong communication skills; Effectiveness as a team player; Administrative and organizational excellence; Demonstrate objectivity, tact, Flexibility, and confidentiality; Results and detail oriented; Problem-solving and decision-making; Customer Service Skills; Sound judgment; Ability to manage conflict; Ability to prioritize and juggle multiple projects effectively; Computer proficiency.

Position Requirements:

1. Day-to-day support of the Volunteer Program, volunteers and volunteer databases, including general administrative duties.
 - Maintain Volunteer Databases to ensure current, complete and accurate information is being stored and tracked.
 - Schedule substitute volunteers who call-out for the period of 24 hours up to two weeks from their assigned shifts.
 - Identify lapsed volunteers and follow up with appropriate communications.
 - Provide oversight to front desk volunteers during office hours.
 - Support requests for service hour information requests from volunteers such as service hour reports/confirmation letters.
 - Enhance the volunteer experience by implementing satisfaction surveys and supporting recognition activities.
 - Contribute to Volunteer Updates.
2. Onboard/Screen/Train new Volunteers
 - Collaborate with the Volunteer Manager to ensure recruiting, interview and training process meets the needs required by the volunteer roles.
 - Ensure timely and responsive replies to volunteer inquiries within 24 hours.
 - Arrange phone/in-person screenings/interviews.

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- Participate in onboarding procedures including hands-on training.
 - Manage the Teen Troop Volunteer program, including onboarding and training.
3. Create and maintain continuing education /training programs
- In collaboration with the Volunteer Manager, help to create training materials including flyers, written and/or oral communication of updated policies and guidelines to provide volunteers guidance in executing daily operations.
 - Administer and track training exercises, including annual online retraining.
 - Participate in continuous education and training of current volunteers to enhance their experience and execution of daily operations.
4. Recruit new volunteers
- Attend speaking opportunities as approved by the Volunteer Manager and act as an ambassador for the House.
 - Identify opportunities to advertise the House's mission and volunteer needs
 - Establish and build positive relationships with current and potential volunteers through personal interactions and timely and responsive email correspondence.
5. Service Groups and Community Volunteers
- Coordinate Family Care Kit program, ensuring onsite assembly opportunities.
 - Assist Operations Director and Volunteer Manager with maintaining Service Group calendars
 - Assist Operations Director and Volunteer Manager with distributing communications to service groups and meal providers as needed.
 - Greet and manage service groups as approved by the Operations Director.
6. Miscellaneous Duties
- Participate in working on-call weekends, and cover as Manager on Duty as-needed, as part of RMHDE's Operations Team on-call coverage.
 - Perform other duties as assigned by President/CEO, Operations Director, and Volunteer Manager.
 - Represent the House in a compassionate and empathetic manner when interacting with guests.
 - Maintain and respect confidential information related to families, volunteers, donors and House operations.
7. Job Qualifications:
- Bachelor's degree preferred
 - Previous experience working in a nonprofit environment.
 - Demonstrative volunteer experience, or experience working with volunteers.
 - Experience working with an online training platform.
 - Demonstrative interpersonal and written communication skills.
 - Training and Human Services background preferred.
 - Strong computer skills and data management, including MS Word, Excel, Outlook, PowerPoint.
 - Ability to work well with others in a dynamic team environment
 - Professional, dependable, and timely.
 - Flexible