

Position Description

Position: Volunteer and Community Engagement Coordinator, Full Time

Ministry: Development

Reports to: Division Director of Development

Hesed House, the second largest homeless shelter in Illinois, is seeking a Volunteer and Community Engagement Coordinator. As a part of the Development team, their focus is to enable and support the work of Hesed House through inviting, engaging, motivating, and thanking volunteers and other partners.

The Volunteer and Community Engagement Coordinator is responsible for providing volunteer support for the ministries at Hesed House. We are seeking a visionary to help us re-engage our volunteer base as we move through COVID-19. This role will focus on developing and fostering volunteer relationships in new and exciting ways.

CORE REQUIREMENTS:

- Responsible for coordinating and filling thousands of volunteer positions each year, and support follow up efforts to ensure proper gratitude is being conveyed to groups and individuals
- Have demonstrated written and verbal communication skills; excellent people and organizational skills; above average ability to handle multiple priorities
- Have the ability and desire to work in a team-oriented environment, while also being self-motivated
- Must be able to work in a fast paced, sometimes chaotic environment with people from across the organization serving in a variety of capacities.
- Have the ability to work flexible hours including nights, holidays and weekends when needed
- Must pass DCFS and criminal background checks
- Manage budget in conjunction with Director of Development
- Remains well-versed in programs, services and systems procedures
- Is punctual, prepared for and participates in meetings

VOLUNTEERS

This role is vital to the success of the organization, and is responsible for filling the volunteer roles identified by staff from across the organization. They are the point-person for handing-off volunteers into the areas which will be using them.

- Establish volunteer policies and procedures in line with organization objectives.
- Implement timely schedule coordination to maximize coverage in shelter programs.
 - Maintain the existing PADS church calendar and updates the PADS Coordinator database and places the church calendar, open nights and volunteer call-list in a centralized location on the M Drive.
 - Work closely with the Food Ministry Manager to communicate meal schedule and volunteer needs.
- Track and record personal data and service hours for volunteers in volunteer database and Raiser's Edge.
 - Including daily group volunteers, "super-volunteers", group volunteering days, and other volunteer experiences which support the work of Hesed House (either on or off-site).
- Fill needs identified by Hesed House staff across the organization.
- Support in-kind donation drives and holiday events.
- Provide timely and appropriate follow up with staff, volunteers, service groups and others.

COMMUNITY ENGAGEMENT AND VOLUNTEER MANAGEMENT:

- Conduct interviews with potential volunteers.
 - When necessary, runs DCFS background checks, researches sexual offender registration sites and national background searches (fee-based).
- Represent Hesed House at community events regarding volunteer openings (as needed).
- Conduct tours of the facility and assists in community outreach efforts by speaking at churches and various organizations as identified by Director of Development.
- Conduct Volunteer Orientations, Ongoing Trainings, Evaluations (as needed), and Celebrations.
- Define new ways for the community to support the work of Hesed House and develop those opportunities.
 - Speakers Bureau/Virtual Storytelling Library/Volunteer Leadership Team/Etc.

ONGOING VOLUNTEER SUPPORT:

- Develop relationships with group coordinators, individual volunteers, and organizations.
- In conjunction with the Assistant Director of Development, create various toolkits for groups to better recruit, engage, and empower Coordinators as they lead their Hesed House volunteers.
 - Including, but not limited to videos, flyers, images, cards, phone calls, etc.
- Develop consistent gratitude in conjunction with the work of the Development team and increase awareness of the impact our volunteers have in the lives of those we serve.
- Seek feedback from volunteers and share with staff to ensure individuals and groups are having a positive experience.

SUPERVISORY RESPONSIBILITIES

- Supervise volunteers (in conjunction with the staff/program where they are assigned)
- Support management of Hesed House interns (as needed - in conjunction with the Director of In-Kind Donations and Program Support)

QUALIFICATIONS, EDUCATION and/or EXPERIENCE

- Must be able to work with both faith-based organizations and secular companies
- Good communication and strong telephone and computer skills
- Superior management and organizations skills needed
- Previous non-profit volunteer management preferred

DESIRABLE FACTORS INCLUDE:

- Bilingual ability (English/Spanish)
- Familiarity with Raiser's Edge, CERVIS, Canva, and other online tools
- Previous experience in Volunteer Management and/or work directly with homeless individuals and families and/or work in a ministry setting

We look forward to growing our team!

If you are interested, please submit your resume and cover letter at your earliest convenience. Send via email to careers2105@hesedhouse.org with "Volunteer Coordinator Interest" in the subject line to ensure proper receipt.