



POSITION: VOLUNTEER COORDINATOR, FULL TIME

Ministry: Development

Reports to: Director of Community Engagement

FLSA Status: Salary Exempt

Posted Date: September 2023

ORGANIZATIONAL BACKGROUND: At Hesed House, saving the world isn't a flight of fancy – it drives us in every action we take. We truly believe we are going to end homelessness. For us, serving one's neighbor – particularly poor, oppressed, marginalized, victimized, disinherited neighbors – is both a calling and an obligation that we tackle head on each and every day.

SUMMARY: Hesed House is a faith-based organization serving the homeless and vulnerable, and a national model for ending homelessness with our Comprehensive Resource Center, shelter programs, supportive housing, and more. Our programs serve an average of 1000+ individuals per year.

We are open to serve 24 hours a day, 365 days a year. Our shelters offer meals, clothing, sleeping accommodations, showers and laundry facilities to people in need. In addition, through our case managers, guests have access to general counseling, substance abuse counseling, medical services, legal services, job coaching, rehousing services, and more. Our vision is to end homelessness – one person, one family at a time.

VOLUNTEERS

This role is vital to the success of the organization and is responsible for filling the volunteer roles identified by staff from across Hesed House. Working with the Director of Community Engagement and the Division Director of Development, this role is cross-functional. They are the point-person for handing-off volunteers into the areas which will be using them.

As the second-largest homeless shelter in Illinois, an estimated 7,500 volunteers help us care for our guests on an annual basis. *This role has the unique opportunity to help us care for the people who help make the work of Hesed House possible!*

COMMUNITY ENGAGEMENT AND VOLUNTEER MANAGEMENT

- **Manage existing volunteer relationships including groups who serve meals at Hesed House 3 times a day, 365 days a year.**
 - **Maintaining and growing relationships with over 90 group coordinators.**
 - **Regular communications and meetings to share updates, guest needs, train and empower groups.**

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- Conduct interviews with potential volunteers and uphold current volunteer policies and procedures in line with organization objectives.
- Conduct Volunteer Orientations, Ongoing Training, Evaluations (as needed), and Celebrations.
- Define new ways for the community to support the work of Hesed House and develop those opportunities.
 - Engage volunteers of all ages from children to adults with both onsite and offsite opportunities
 - Conduct tours of the facility and assist in community outreach efforts.
- Track and record personal data and service hours for volunteers in the 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).
- Support in-kind donation drives and holiday events.
- Provide timely and appropriate follow-up with staff, volunteers, service groups, and others.
- Share regular updates from Hesed House to encourage connection

ONGOING VOLUNTEER SUPPORT

- Coordinate volunteers as needed for all departments of Hesed House including Development, Family Shelter, Harbor, Men's Shelter, Women's Shelter, Clothes Closet, Facilities/Groundskeeping, and others.
- Supporting follow-up efforts to ensure proper gratitude is being conveyed to groups and individuals in conjunction with the work of the Development team to share the impact of their efforts.
- Develop relationships with new group coordinators, individual volunteers, and organizations.
- As a member of the Development team, work collaboratively to 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.
- Seek feedback from volunteers and share with staff to ensure individuals and groups are having a positive experience.
- Serve as a representative of Hesed House as a member of the Development Department (as needed):
 - At Fundraising Events
 - Speaking Engagements
 - Hike for Hesed Events
 - Third-party Events
 - And other community events
- Other duties as assigned.



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CORE REQUIREMENTS

- 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
- Effectively utilizes Microsoft programs including Word, Excel, Outlook, and PowerPoint.
- 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
- Remains well-versed in programs, services, and systems procedures
- Is punctual, prepared for, and participates in meetings

QUALIFICATIONS, EDUCATION and/or EXPERIENCE

- Must ascribe to the Hesed mission: "To feed the hungry, clothe the naked, shelter the homeless and give people the chance to hope again."
- Must be able to work with both faith-based and secular organizations
- Good communication and strong telephone and computer skills
- Superior management and organizations skills needed
- Previous non-profit volunteer management preferred
- Must have a Bachelor's degree or a combination of education and life experience

DESIRABLE FACTORS INCLUDE

- Bilingual ability (English/Spanish)
- Familiarity with Raiser's Edge, CERVIS, Canva, and other online tools

IF INTERESTED, PLEASE SEND YOUR RESUME TO

CAREERS@HESEDHOUSE.ORG

WE LOOK FORWARD TO HEARING FROM YOU!