WOMEN HELPING WOMEN: JOB DESCRIPTION

POSITION TITLE: Hamilton County Volunteer Coordinator

FUNCTION: Trains, recruits, and supervises volunteers for the Hamilton County office, assists in providing community education on topics of intimate partner violence, sexual assault, and stalking. Hamilton County volunteers provide individual and systems advocacy to survivors of domestic violence, sexual assault, and stalking as well as prevention programming, education, and administrative tasks. Works consistently within the mission statement of the Agency.

KEY JOB RELATIONSHIPS: Reports to VP of Programming, manages volunteers, provides community education, collaborates and communicates with community agencies

QUALIFICATIONS: BA/BS in Education or Human Service Related Field or equivalent experience required. 3 years of experience in field (SA, DV, crisis intervention with victims, advocacy) required. 1 to 2 years of experience delivering direct services in field required. 1 to 2 years supervisory experience in field (supervising direct service delivery) required. Demonstrated management and/or administrative ability required. Demonstrated ability to design, deliver, and evaluate training / education required. Experience in grant writing and reporting, and relationship and coalition building preferred. Computer literacy (MS Office, databases, email, etc.) required.

RESPONSIBILITIES & EXPECTATIONS:

Programming
Coordinates, manages, and trains volunteers and provides education programming on intimate partner violence, sexual assault, and stalking.

- Develops policies and practices for volunteers. Insures that adopted policies and practices are implemented.
- Initiates, plans and delivers 40-hour intensive trainings for volunteers and interns.
- Recruits and manages volunteers and interns.
- Maintains regular communication with volunteers to keep them updated on the agency, events, trainings, and policy changes related to their volunteer tasks.
- Coordinates continuing education trainings for volunteers.
- Prepares and presents trainings in the community on intimate partner violence, sexual assault, and stalking.
- Trains volunteers and interns or provide services that are:
  - Client focused to support and meet client/community needs.
  - Excellent in quality and empowering to the clients.
  - Affirms the value of diversity and inclusion, and is respectful to all survivors (e.g., gender identity, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation).

Outcome Analysis of Programs & Continuous Improvement

- Maintains highly accurate records / reporting systems / volunteer hours and submits on time (e.g., documentation for WHW, for funders, for partner agencies).
- Participates in the on-going process of evaluation and revising policies, procedures, and forms as appropriate.
- Maintains file information that is usable and accessible to colleagues.

Agency Teamwork
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• Establishes and maintains effective and professional working relationships with coworkers, volunteers, interns, donors, and board members.
• Participates in any additional training and development opportunities provided by the Agency.
• Provides training, support, and evaluation of volunteer and interns assigned to this position.
• Participates actively in Agency meetings and functions.

Community Leadership
• Develops and maintains effective, professional, and collaborative relationships with others in the community.
• Collaborates with other Agency staff to ensure the provision of crisis intervention, support and advocacy is coordinated with other community systems.
• Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate.
• Consistently advances the Agency and promotes positive public relations.
• Affirms the value of diversity, and is respectful of others in regards to/ does not discriminate based on gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.

Supervision:
• Provides general management and oversight to volunteers and interns to insure success of staff and Agency, and efficient use of resources.
• Conducts supervision meetings with volunteers, keeping supervisor informed of program or volunteer related issues.
• Conducts interviews for volunteers. Reviews existing and recommends new criteria, develops interview questions and interviews candidates, makes selection recommendations.
• Assigns tasks and responsibilities to volunteers.
• Facilitates volunteer meetings regularly. Insures teamwork and cohesiveness among team members, as well as with teams throughout the Agency.
• Makes recommendations and provides documentation for volunteer disciplinary and termination actions. Takes appropriate steps with prior approval.

OTHER REQUIREMENTS: To facilitate Agency effectiveness, may be expected to take on other duties assigned. Availability of transportation in order to provide service in the community is required.

ACCOUNTABILITY: Vice President of Programming
HOURS: Full Time
PAY BASIS: Hourly, non-exempt
BENEFITS: As stated in the current Human Resources Policies

CONFIDENTIALITY: May be involved in confidential personnel, and interagency issues. Responsible for client confidentiality.

Women Helping Women complies with applicable laws requiring reasonable accommodations for individuals with disabilities.

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