

Centre Safe Job Description Coordinator of Volunteer Programs

Reports to: Director of Programs and Services

Status: Full-time

Typical Work Hours: 40 Hours/Week

FLSA Classification: Exempt

Grade Level: C

Revision Date: November 2021

Organizational Expectations:

All employees at Centre Safe will demonstrate a commitment to our Core Values:

1. Commit to empowering survivors through trauma-informed and client-centered services that are intentionally equitable, inclusive, diverse, confidential and professional, and responsive to identified client and community needs.
2. Eliminate violence by challenging the structural inequalities and oppressions that perpetuate gender-based violence, recognizing intersectionality in the ways violence is experienced by survivors and the wider community.
3. Enhance and value our human resources through ethical stewardship of the knowledge, expertise, lived experience, and courage of spirit of the staff, volunteers, and directors, as well as our financial resources, facilities, and community relationships.

Employees are expected to become familiar with the *Centre Safe Employee Handbook* and abide by the policies within it.

All Centre Safe employees and Counselor/Advocate volunteers are Mandated Reporters of child abuse and will obtain the required clearances upon employment. All Centre Safe employees and volunteers will maintain and uphold client confidentiality under Pennsylvania State Law, specifically 23 PA C.S. 6102 and 42 PA CSA Sec. 5945.1.

Job Summary:

This position provides planning and oversight for all activities relative to the volunteer programs for Centre Safe. They are responsible for the recruitment, selection, training, and retention of volunteers for the organization, as well as ensuring that the volunteer programs run effectively and efficiently.

Essential Responsibilities:

- Supervise Volunteer Counselor/Advocate staff:
 - Maintain a personal relationship with each volunteer.
 - Plan and schedule volunteer in-services for continuing education.
 - Coordinate 24-hour coverage of the hotline and daytime office staffing by volunteers.
 - Review Community Help Center (CHC) fax sheets and follow up with volunteers, as needed.
 - Track and record volunteers' hours, in-services, and activities on Time Sheets.
 - Maintain volunteer files in accordance with PCAR/ PCADV specifications.
 - Monitor certification requirements and prepare certificates.

- Write personal and professional letters of recommendations.
- Supervise work study volunteers or assign to appropriate Director.
- Recruit, select, and train Volunteer Counselor/Advocates
 - Prepare and review all applications; schedule, interview, and determine appropriateness of applicants.
 - Plan and execute recruitment to attract volunteer applicants.
 - Coordinate and participate in the Volunteer Counselor/Advocate Training Program
 - Participate in each volunteer's practicum. Meet with them during their last hour to review duties as a volunteer.
- Recruit and select Community Volunteers, in coordination with Outreach and Education Team
 - Plan and execute recruitment to attract volunteer applicants.
 - Determine appropriateness of applicants.
 - Coordinate and participate in the Community Volunteer Training Program.
- Serve as representative the Centre County United Way in coordination with the Director of Programs and Services
 - Oversee the internal United Way campaign with Director of Child Access Center.
 - Assist in preparation of yearly United Way funding proposal in coordination with the Director of Administrative Services.
 - Participate in the annual site visit of United Way allocation panel.
 - Attend and participate in United Way functions, including Campaign events and All-Organization meetings.

Other Responsibilities

- Maintain a database for the involvement of non-Counselor/Advocate volunteers.
- Assist in the selection of a Volunteer of the Year for the Council for Human Services Annual Volunteer Dinner.
- Train Centre Helps (CH) staff. Follow-up with CH if problems arise.
- Provide direct services to clients.
- Participate in staff meetings.
- Participate in off-hours hotline coverage.
- Maintain current knowledge in the field and attend seminars/workshops to increase professional knowledge and effectiveness.
- Assist with grant proposal writing and budget preparation as necessary.
- Additional duties as assigned.

Qualifications:

- BA or BS degree in counseling or related field and/or a minimum of two years experience in the provision of direct services to victim sand survivors preferred.
- Previous experience in training and coordinating volunteers preferred.
- Must demonstrate excellent interpersonal skills.
- Must obtain, and maintain, required Criminal History, Child Abuse, and FBI clearances.
- Must successfully complete the organization's Volunteer Advocate Training post-employment.
- Computer proficiency at a basic level including the ability to conduct website searches, navigate through programs and multiple screens, perform data entry, and use common word processing, email, calendar, and spreadsheet programs (Microsoft Office programs preferred).

- Maintain a valid driver's license and access to reliable vehicle, in order to drive self to other locations throughout Centre County.
- Ability to communicate effectively with clients and across various levels of the organization.
- Ability to lift up to 25 pounds.

Supervisory Responsibility: Volunteer Staff, Community Volunteer Staff.

Working Conditions: Office work in professional environment.

Mental and Physical Requirements: This position may assist in moving larger items with the help of equipment, like carts.

This job description is not a comprehensive list of all activities, duties or responsibilities and may change without advance notice. This job description is also not a contract for employment and does nothing to change the at-will status of employment. The employer is an Equal Opportunity Employer.

Employee Name _____ Signature _____ Date _____

Supervisor Name _____ Signature _____ Date _____