



Volunteer Coordinator

JOB DESCRIPTION

ORGANIZATIONAL OVERVIEW

As a member of Dorothy's House staff, you will have the opportunity to leverage your personal experience and your compassion for others to help participants navigate their own life journeys during restoration. Our staff is a tight-knit community with diverse backgrounds but sharing one common goal: making a tangible difference to restore the lives of the people we serve.

Our approach to restoration leads with care, compassion and confidence. The responsibilities associated with this approach and the overall impact are constantly evolving and we strive to remain adaptable in a fast-paced setting. That being said, safety is our top priority for our participants. While you will have the opportunity to grow and evolve within your role, our program remains structured to drive lifestyle changes, which requires boundaries and rule enforcement.

Communication, respect, adaptability and connectedness are core to what we do every day to remove barriers and create a tangible difference in the lives of survivors of human trafficking, exploitation and prostitution. Communication is crucial to effectively strengthen controllable circumstances within a fluctuating environment. We support and respect each other and our mission in order to maintain a united front when supporting our participants.

It takes support, a safe space, resources and empathy to recover a life interrupted by human trafficking, exploitation and prostitution.

That's us. That's Dorothy's House.

SUMMARY OF OVERALL ROLE AND RESPONSIBILITIES

The Volunteer Coordinator is responsible for all aspects of our organization's volunteer program. They will oversee the recruitment, placement, and orientation of volunteers, while ensuring that their roles are fulfilling and that they feel valued and involved. They will also maintain the safety and security of our participants. The Volunteer Coordinator is a key liaison between volunteers and our organization's staff.

Key Responsibilities:

Volunteer Assessment and Placement

- Ensure the application process is efficient and user-friendly.
- Interview potential volunteers.
- Make informed decisions on volunteer placements

- Ensure volunteers are placed in roles best suited to their skills and interests.

Training and Onboarding

- Schedule, organize and lead volunteer orientations.
- Collect all signed forms necessary for volunteering
- Run background checks on all new volunteers
- Onboard new volunteers, ensuring they're well-informed & comfortable in their roles.
- Maintain online resources for volunteers.
- Optionally, attend training sessions offered by the Operations Director.

Communication and Coordination

- Attend bi-weekly meetings with the Operations Director.
- Maintain regular communication with the Operations Director and staff regarding volunteer arrivals, duties, and any relevant updates.
- Clearly communicate to potential volunteers the Dorothy's House mission and vision as well as expectations and boundaries.
- Be on-call to manage and support volunteers, being responsible for the designated volunteer coordination phone.
- Stay updated with volunteer-related information on the website, ensuring it's current and accurate.

Administration and Reporting

- Take care of volunteer schedules, ensuring all shifts are covered.
- Maintain Google calendars designed to manage and inform volunteers and staff of shifts that are filled or open.
- Maintain staff and volunteer directories
- Maintain Google Drive where pertinent volunteer information is organized and stored
- Track statistics, maintain volunteer records, and create resources. Provide reports as needed.
- Assist founder with indirect volunteers as needed.

Event and Team Management

- Organize twice-yearly volunteer appreciation events.
- Build, manage, and nurture volunteer teams, focusing on relationship-building, engagement and feedback.

Community Engagement

- Engage in volunteer recruitment initiatives within the community as needed.

General Duties

- Spend time at the DH facility, integrating with the staff, volunteers and participants to understand their needs and improve the overall experience for everyone involved.
- Focus on volunteer engagement: provide feedback, ensure they feel involved, and address concerns to maintain volunteer retention.
- Maintain privacy/confidentiality of our participants and operations
- Maintain professional boundaries in all internal and external communications

Qualifications:

- Bachelor's degree in a related field or equivalent work experience.
- Experience in volunteer coordination or a related role.
- Strong interpersonal, organizational and communication skills.

Starting pay: \$20 per hour

Work Schedule: up to 20 hrs per week