

# **Monadnock at Home Job Description**

## **Volunteer Coordinator**

### **Purpose:**

Coordinate and oversee all aspects of the volunteer component of Monadnock at Home.

**Reporting Relationship:** Executive Director

### **Qualifications:**

1. Preference for Advanced degree in Human Services related field or B.A in Human Services with a minimum of three years of relevant work experience.
2. Demonstrated ability to work as a member of a collaborative team.
3. Computer literate with ability to manage e-mail, spreadsheets, databases, and scheduling as well as to master Club Express (clubexpress.com.)
4. Ability to provide accurate and friendly communications with a population that may require patience due be sensory or cognitive impairment.
5. Ability to provide outstanding customer service to MaH members, volunteers, peers, donors and Board of Directors.
6. Demonstrated ability to develop new programs and processes.
7. Ability to multitask and manage difficult situations.
8. Flexibility in accepting assignments in accordance with organization needs.

### **Responsibilities:**

1. Recruit volunteers through a variety of community and on-line venues.
2. Establish and promote relationships with a variety of community agencies and organizations that provide volunteers to MaH.
3. Conduct in-depth volunteer candidate interviews: assess skills, objectives and appropriateness for position.
4. Develop and maintain ongoing volunteer/member relationships to meet special needs and requests of members; including member volunteers and volunteers from the community at large.
5. Prepare and update volunteer training materials and conduct training sessions with emphasis on confidentiality, boundaries and MaH policies.

6. Create and maintain databases and files of volunteer paperwork and special projects.
7. Provide mentorship, supervise and support volunteers to assure that quality services are being provided to MaH members.
8. Collaborate closely with Member Services Coordinator on individual volunteer skills, interests and time commitments.
9. Plan and implement annual volunteer recognition event.
10. Serve as ex-officio member on the MaH Volunteer Committee.
11. When requested, assist and participate in Monadnock at Home events and represent MaH in absence of Executive Director, including coverage of the MaH phone.

3/23/2015