

## **Water Street Mission (WSM) Job Description Volunteer Coordinator-Support Services**

**Summary:** The Volunteer Coordinator connects groups and individuals interested in service with areas of need in the support services on campus and ensures the effective onboarding, training and development of volunteers in cooperation with other departments at WSM.

**FLSA Status:** Full-Time, Exempt

**The Volunteer Coordinator must be:**

1. Willing to sign the Water Street Ministries' Statement of Faith
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support the Water Street Ministries' core values and ministry philosophy.

**Essential Duties:**

- Recruitment of volunteers, including advertising, screening, interviews, background checks, evaluations, and maintaining applicant records
- Oversee the scheduling process for volunteers and connect with support services to identify volunteer needs
- Coordinate with departments to ensure that volunteer needs are communicated and recruited according to the needs of the department, and that the department has the necessary leadership and tools ready for the volunteers when they are ready to serve
- Directs volunteers interested in other areas of service to programs, dental or health clinics
- Provide leadership to the implementation of a High Impact Volunteer model throughout the organization including education and training to staff.
- Manage the onboarding process for volunteers who are committed to a regular schedule of service.
- Volunteer communications including newsletters, postings and special events
- Conflict management as needed for volunteers.
- Maintain and regularly revise volunteer policies for WSM.
- Ensure all volunteer paper and electronic files are properly maintained.
- Encourage and equip WSM staff in expression of volunteer appreciation
- Inspire creative use of volunteer's skills throughout the organization
- Oversee and coordinate group community service programs with departments
- Coordinate with other departments for volunteers needed during special events
- Train and coach WSM support staff who coordinate volunteers for their ministry
- Participate in volunteer advocacy organizations in the community
- Participate in periodic public speaking engagements for the ministry
- Assist with management of special events and projects like holidays and onetime events
- Screen and place individuals interested in doing community service work with WSM
- Other duties as required

**Time Allocation:**

- Communication and scheduling volunteers 50%
- Volunteer group coordination and special events 30%
- Onboarding, training and development of volunteers 20%

Reports to: VP of Advancement

**Education/Experience/Skills:** A minimum of an Associate's Degree and/or three consecutive years' experience working with volunteers. Organizational skills, ability to communicate with high interpersonal relationship skills in groups and with individuals, by phone, and email. Fluency in computer software including Microsoft office, publisher and database programs. Planning, organizing and managing the performance of volunteers individually and as a group. Analytical skills for evaluating special projects and anticipating volunteer need. Ability to motivate and engage people to work towards a common goal of service. Experience in teaching adults, leadership and organizational management is preferred. Listening skills and mature Christian leadership abilities to encourage, motivate and support volunteers.

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**Physical Demands:** The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this position. The employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 35 pounds. May require occasional weekend or evening availability.

**Christian Life:** As an employee of Water Street Ministries, you are an important member of a Christian Missionary organization. All staff members are Christian Missionaries and are required from time to time to participate in chapel services and outreach ministries. Because of the nature of these ministries, it is a necessity that you possess and maintain a testimony of lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which is an important part of your job.