

Boys & Girls Club of Dorchester
Job Posting

TITLE: Volunteer Coordinator
DEPARTMENT: Programming
REPORTS TO: VP of Programming
FLSA CLASS: Non-Exempt
STATUS: Full-time/40 hours/week; occasional evening/weekends required

PRIMARY FUNCTION:

The Volunteer Coordinator works to develop and manage the creation, coordination and engagement of individuals and groups in ongoing and one-time volunteer projects. This includes full cycle volunteer management, maintaining partnerships with higher education institutions to support volunteerism, internships, and Federal Work-Study, expanding relationships with alumni, develop mentoring network, managing volunteers at fundraising and community engagement events and working with Development Team to develop relationships with corporations and oversee corporate group volunteer events.

KEY ROLES (Essential Job Responsibilities):

1. *Oversight of Volunteer Program*

- Administer and review policies and procedures for recruitment, selection, and training for volunteers that reflect the overall mission of the Club.
- Survey staff regularly to assess the need for volunteer assistance to enhance program delivery and develop, promote and maintain a wide range of volunteer opportunities within the Club.
- Create and maintain Volunteer Service Descriptions for each volunteer assignment
- Recruit and interview volunteer applicants, including Club alumni, to ensure the Club is engaging volunteers with the right skill set who are committed to the mission of the Club
- Develop a pool of volunteers willing to make a long-term commitment to engage Club members as mentors
- Ensure completion of volunteer application and complete reference checks
- Coordinate with HR to ensure background check requirements meet Club standards
- Conduct and/or arrange for volunteer orientation and training
- Place volunteers in programs as needed, facilitate introduction and placement, and work with program staff who will oversee the schedule going forward
- Provide ongoing support, guidance and communication for volunteers, as needed
- Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary to ensure a high level of satisfaction by volunteers and Club staff
- Maintain updated records on all volunteers, including log of volunteer hours contributed including department/event assignment.
- Provide timely statistical and activity reports on volunteer participation
- Organize and participate in volunteer recognition program

2. *Community Partnerships and Volunteer Recruitment*

- Develop and maintain partnerships with local higher learning institutions that support student engagement including: volunteer work, internships, and Federal Work-Study
- Develop relationships with Club alumni through the Club alumni association
- Respond and coordinate inquiries from businesses regarding employee service days and community group service projects and other requests that will benefit program objectives and track activities within DonorPerfect
- Collaborate with Development Team to establish ongoing relationships with corporations and businesses that volunteer at the Club
- Determine volunteer needs in coordination with the Development Team and Operations for various events and projects throughout the year
- Provide oversight and support of volunteers during special events to achieving overall goals and event success
- Collaborate with the Development and PR Teams to source and coordinate media opportunities for Club Leadership & Staff, Member Highlights, Club Programming and Special Events

3. *Other Responsibilities*

- Assist with coverage in Program Areas or Front Desk on occasion when requested by VP of Programming.
- Attend Program Staff meetings and other meetings at the request of VP of Programming
- Perform other duties as assigned by VP of Programming.

RELATIONSHIPS:

Internal: Maintain close, daily contact with Club volunteers, Club staff, and supervisor to receive/provide information, discuss issues, explain or interpret guidelines/instructions; instruct, and advise/counsel. Work with SVP of Operations and the Development Team to staff projects and events as needed.

External: Maintain contact as needed with external community groups, schools and businesses.

SKILLS/KNOWLEDGE REQUIRED:

- Bachelor's degree in related field
- Demonstrated experience in utilizing volunteer management best practices
- Excellent communication skills and proficiency in building relationships with internal and external stakeholders
- Superior organizational skills with exceptional attention to detail
- Leadership skills to motivate and direct large groups of volunteers
- Willingness to take on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
- Ability to relate openly and comfortably with diverse groups of people
- Manage multiple priorities and work flow effectively and consistently meet deadlines
- Flexibility to work Clubhouse hours especially as season and service needs change.
- Assume other responsibilities as assigned by supervisor

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Job frequently requires sitting, standing, walking, handling objects with hands, talking, hearing, typing and looking at a computer screen. Job occasionally requires reaching and lifting up to 25 pounds.

Majority of work is performed in a comfortable indoor facility, with seasonal work performed outside, exposed to changing weather conditions.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities shift quickly; interruptions are common; involves frequent exposure to demands and pressures from persons other than immediate supervisor; many activities taking place simultaneously.