



**POSITION DESCRIPTION**

<b>Title: Volunteer Coordinator</b>	<b>Employment Status: Full-Time</b>
<b>Department: Construction</b>	<b>FLSA Status: Non-Exempt</b>
<b>Reports to: Construction Superintendent</b>	<b>Supervises: Volunteers</b>

**MISSION:**

Seeking to put God’s love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities and hope.

**GENERAL DESCRIPTION:**

The Volunteer Coordinator is responsible for all aspects of the Volunteer Program. This includes the recruitment, retention, processing, and coordination of construction volunteers, committee members, and other supportive volunteers. This position works closely with all staff members to ensure that all levels of volunteers have a positive, safe and productive experience, while working towards Pikes Peak Habitat for Humanity’s mission and purpose.

**CORE RESPONSIBILITIES:**

**1. Needs Assessment**

- a) Identify volunteer needs of the organization through communication with staff, board, and key volunteers.
- b) Visit build site and ReStore to gain an understanding of current volunteer projects and needs.
- c) Assist departments with drafting written volunteer position and assignment descriptions, as needed.

**2. Recruitment**

- a) Develop and implement an effective volunteer recruitment plan to fulfill volunteer needs.
- b) Coordinate and communicate with sponsors, faith institutions, businesses, community groups and individuals to schedule, organize and prepare volunteers for various types of service (construction, administration, special events) four days a week, year round.
- c) Maintain and develop opportunities with programs, internships, community business partnerships, and opportunities to fulfill needs – i.e. campus chapters, collegiate challenge, disaster response, Americorps, RV Care-A-Vanners, Youth Build, Young Professionals, Women Build, and Bike & Build.
- d) Secure and manage affiliate presence at community outreach events: volunteer recruitment fairs, and other speaking engagements.
- e) Create and maintain communications with volunteers through a monthly volunteer eNewsletter.
- f) Update volunteer portions of affiliate website with all current opportunities and information.

- g) Assist in managing the external volunteer-related communication channels on the website, Facebook and Twitter.

### **3. Motivation & Recognition**

- a) Plan and execute the annual Volunteer Appreciation Event in partnership with ReStore Volunteer Coordinator.

### **4. Orientating & Training**

- a) Conduct daily volunteer orientations on the construction site, in the administrative office, or at request of specific groups and organizations.
- b) Coordinate, organize, schedule, prepare, and assist volunteers and groups to prepare them for their build day.

### **5. Supervision & Implementation**

- a) Ensure successful volunteer build days: signing volunteers in, restocking paperwork, providing orientation, safety briefing, helping put away tools, occasionally building with volunteers, and ordering necessary volunteer supplies (T-shirts, meals, water, cups, etc.).
- b) Serve as the liaison between partners, sponsors, partner families, internal departments, the construction site staff, Board of Directors, Committee Chairs and other volunteers.
- c) Ensure timely, appropriate and accurate implementation of volunteer policies and procedures.
- d) Assist with coordination of out-of-town volunteers' travel arrangements, lodging, meals and activities for sponsors and events. (i.e. Bike and Build or Care-A-Vanners)

### **6. Evaluation & Risk Management**

- a) Improve volunteer resource database with consistent entry of contact information, hours, and volunteer activity.
- b) Develop an operating plan with goals that align with strategic planning. Report annual outputs of the volunteer program for accounting, Development's annual report, and grant reporting.
- c) Regularly analyze results of volunteer experience survey and share results/summary with staff.
- d) Maintain current construction site volunteer safety and waiver documentation.

### **KNOWLEDGE & SKILLS:**

- Knowledge of Microsoft Office programs preferred.
- Knowledge of donor / volunteer database preferred.
- Willingness to pro-actively learn and implement volunteer donor database(s) to effectively manage the volunteer program.
- Knowledge of social media preferred, though willingness to learn the necessary skills required.
- Prior experience with Habitat for Humanity is helpful.
- Three years of experience in volunteer coordination with a non-profit organization desirable.
- Knowledge of residential construction and safe work practices and regulations ideal.
- Ability to work under pressure, multi-task, and coordinate numerous activities and groups of people.
- Positive, optimistic outlook that fosters an upbeat work environment for volunteers, staff and donors required.
- Good oral and written communication skills and the ability to communicate respectfully and effectively.
- Ability to accurately track volunteer recruiting, training and retention information and meet deadlines.
- Ability to act and work independently as well as with a team.

- Patience and ability to work effectively with volunteers and staff, possess a positive and welcoming spirit at all times, and be able to interact with diverse groups of people.
- Comfortable with public speaking opportunities and sharing the PPHFH mission and ministry with large and small groups of volunteers, potential volunteers and community members.
- Assist with administrative duties as needed.

#### **EDUCATION, EXPERIENCE:**

- HS diploma or equivalent required, BA/BS preferred.

#### **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:**

- Ability to work effectively in both office and construction site environments.
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- Ability to adequately traverse a residential construction job site; climbing, jumping, lifting, carrying (minimum 50 lbs.) or other similar activities as required.
- Ability to clearly communicate assigned tasks or to convey information to staff and volunteers in a timely manner.
- Ability to maneuver typical construction site obstacles.

#### **WORK ENVIRONMENT AND CONDITIONS:**

- Exterior working environment during a variety of weather conditions.
- Personal vehicle required. The Volunteer Coordinator position requires travel throughout El Paso County each week. Proof of current insurance and driver's license required upon hiring.
- Position hours are Tuesday – Saturday 8:30 am - 4:30 pm with occasional evenings and weekends for committee meetings, special events, Ground Blessing and House Dedication ceremonies.

#### **STANDARDS FOR MEASURING PERFORMANCE**

- Completeness, accuracy, and punctuality of reports and other assignments.
- Ability to obtain agreed upon volunteer certification through Habitat for Humanity.
- Ability to meet or exceed the demonstration of Habitat's Mission Principles.
- Maintain a high internal and external customer satisfaction level.
- Maintain high standards of integrity and compliance.
- Participate in business office and All Staff meetings as well as group phone calls regarding volunteer-related activities.
- Work with the Development team to recruit and retain Adopt-a-Day participants.