



Charlottesville-Albemarle SPCA Job Description

Position: Volunteer Coordinator
Job Status: Exempt
Reports to: Adoptions Manager
Revision Date: 6.7.2018

Summary

The Volunteer Coordinator oversees all elements of volunteering within the organization and provides educational training and presentations. The responsibility of this role is to create volunteer engagement assignments for the provision of an excellent, rewarding experience that encourages an ongoing connection with CASPCA as volunteers, donors and advocates.

Essential Duties and Functions

- Promote volunteering (internally and externally) through recruitment and publicity strategies.
- Develop and implement goals and objectives for the volunteer program that reflect the mission of the organization.
- Liaise with departments within the organization to understand operations, assess their volunteer needs, and to raise staff awareness of the role and function of volunteers.
- Conduct regular orientations to appropriately recruit and train new volunteers. Provide and coordinate ongoing training for current volunteers.
- Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the assignment.
- Ensure volunteers are appropriately assigned and trained. Organize volunteer schedules, and monitor, support, and accredit volunteers and their contributions.
- Provide reliable and consistent communication to the volunteer network in the form of e-newsletters, reports, the volunteer portal, and social media.
- In conjunction with departmental staff, research and coordinate ongoing training for current volunteers.
- Manage the Junior Volunteer Program consisting of .
- Recruit outside groups for special projects and off-site events including the Junior League, Cville Meet-ups, church groups, UVA service groups, etc.
- Research and write volunteer policy and procedures, while remaining abreast of legislation affecting volunteers.
- Track volunteer data and create reports utilizing the volunteer management database.
- Evaluate departmental processes and procedures to identify and implement improvements as necessary.
- Train staff to work effectively and cooperatively with volunteers.
- Assist with conflict resolution among staff and volunteers according to established procedures.
- Handle and manage all volunteer needs and concerns.
- Drive a 26' mobile adoption unit.
- Other duties as assigned

Qualifications

- Bachelor's Degree preferred
- Management experience preferred
- Volunteer management experience preferred
- Experience delivering presentations to a variety of different age groups.
- Microsoft Word and Excel experience required, and comfort navigating new applications and systems
- Excellent verbal and written communication skills
- Must be highly motivated, with strong communication skills and a professional manner.
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision.
- Valid Virginia Driver's License in good standing

Employee Acknowledgement:

Signature of Employee: _____ Date _____

Print Name: _____