Job Summary

The Road Home’s mission is to help people move out of homelessness and into housing in the community. As a leader in the field of homeless and housing services, The Road Home is a strong, vibrant organization continuously seeking to grow and deepen our impact by further developing our programs to end homelessness. We will continue to build a data-driven, outcomes-oriented culture that emphasizes the importance of continuous learning and growth.

The Volunteer Coordinator’s primary duty will be to supervise volunteers and volunteer activities for the agency. This position is primarily based at the Midvale Family Resource Center. The Road Home’s Midvale Family Resource Center serves 80 to 100 families per day. Program management focus on Housing First services to individuals and families who have experienced homelessness as well as infusing Trauma Informed Care practices into the program.

Primary responsibilities for the Volunteer Coordinator include coordinating volunteers and providing assistance to the individual programs/services on recruitment of volunteers and development of specific job assignments and program descriptions for volunteers. In addition, this person will maintain and develop programs and orient ongoing volunteers to the agency while also maintaining volunteer records in a database for the time and goods donated to the agency.

An ideal candidate possesses strong problem-solving skills, professionalism, patience and understanding of survivors of trauma and a willingness to positively promote the organization’s mission, values, programs and services.

Duties and Responsibilities

1. Recruit, hire, train, and supervise volunteers for agency programs.
2. Supervise hundreds of volunteers per week.
3. Supervise special project volunteers.
4. Address any disciplinary issues regarding volunteers.
5. Provide initial orientation to the agency for all ongoing volunteers.
6. Work with agency program directors and staff to identify volunteer positions and to enroll volunteers recruited by other staff in the agency.
7. Use volunteer database to record enrollment of volunteers and track their hours of donated time or their contribution to the agency.
8. Prepare and distribute a report of volunteer activities and hours on a monthly basis to staff members and departments, Board of Trustees and Committee members, donors and volunteers.
9. Coordinate, organize and facilitate large scale volunteer groups (100 volunteers +) at our shelters, housing locations and special events.
10. Coordinate, organize and facilitate tours of shelter facilities including business organizations, churches, clubs, etc.
11. Participate in development and preparation of agency materials including brochures and reports.
12. Participate when possible in speaking events around the community.
13. Serve on the Services Committee, connecting committee members to meaningful volunteer activities.
14. Work with Development Office on community relations as appropriate.
15. Act as organization representative for in-kind donation needs and questions.
16. Coordinate in-kind donation drives for agency and events.
17. Supervise over 400 volunteers at agency fundraising and volunteer events.
18. Coordinate and supervise all Eagle Scout projects.
19. Other assignments which further the public relations and volunteer efforts of the agency.
20. Other duties as assigned.

**Education and Experience**

Bachelors of Science degree in communications, sociology, public relations, related field, required. One year of equivalent experience for each year of college accepted.

Required experience:
1. Minimum 2 years in community service and/or other role requiring interaction with various publics, staff and volunteers.
2. Recruitment, training and supervision of volunteers.
3. Work with diverse populations including low-income, homeless, minorities, business leaders, and public officials.

**Skills and Requirements**

1. Written and oral ability to communicate the role and work of the agency to many segments of the community.
2. Knowledge of volunteerism including needs and expectations of agency programs.
3. Intermediate computer input and word processing skills.
4. Ability to present the challenges of the agency in such a way that community members will want to become involved.
5. Ability to handle a variety of situations with representatives of the media, elected officials, community groups and others.
6. Able to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma Informed Care perspective.
7. Knowledge of community resources and the ability to elicit support for the agency’s programs.
8. Understanding of the Housing First philosophy. Willingness to have conversations with clients about housing.
9. Ability to plan and implement training for volunteers.
10. Ability to supervise volunteer personnel and evaluate their contribution to the agency.
11. Ability to pass a pre-employment drug screen and background check.
12. The ability to problem solve and work collectively with emotional intelligence.

**Physical and Equipment Requirements**

- Ability to lift 25 lbs (moving tables)
- Ability to stand and walk for at least an hour at a time

**Instructions to Apply**

To apply, please email resumes@theroadhome.org. Please include the job title Midvale Volunteer Coordinator in the subject line.

*The Road Home is an Equal Opportunity Employer*