



## **Volunteer Coordinator**

**Job Title: Volunteer Coordinator**

**Employment Type: Full-Time, Hourly (8:45-4:45 Monday-Friday)**

### **Position Summary:**

The Volunteer Coordinator is responsible for the recruitment, onboarding, education, and supervision of all A Better Choice volunteers. This position involves overseeing the training and scheduling of volunteers, ensuring that they are actively engaged and prepared to support the mission of the ministry. Reporting to the Client Services Manager, the Volunteer Coordinator will undergo annual performance evaluations.

### **Primary Responsibilities:**

#### ***Volunteer Management***

- Review applications, conduct interviews, and properly vet volunteers with the support of the Operations Manager.
- Maintain and organize all HR documentation and personnel files for volunteers.
- Recruit volunteers in various settings in collaboration with other staff members.
- Keep an accurate record of SOPs needed for all volunteer tasks.
- Track all volunteer hours and send a monthly report to the Operations Manager.
- Cover the front desk area when front desk volunteers are not available, as well as conduct BriteWorks check-in.
- Ensure that the needs of the ministry are being met, assigning tasks to volunteers as appropriate (data entry, file maintenance, inventory organization, etc.).
- Cover client advocacy when volunteers are unavailable, assigning to other staff as appropriate.
- Welcome all volunteers at the entrance, provide them with daily updates, and assign their tasks.
- Create and distribute a monthly volunteer newsletter with ministry updates.
- Advocate for volunteers by addressing their daily needs and assisting in continuing education and training.
- Assist with volunteer scheduling for outreach programs and service initiatives.
- Prioritize regular volunteer enrichment through anniversary and birthday acknowledgement, as well as volunteer appreciation initiatives (gifts, parties, etc.).
- Maintain organized files, records and paperwork.
- Create and share the weekly volunteer schedule with staff.
- Check incoming texts through our Database and communicate these leads to Client advocates.

## ***General***

- Oversee the daily operations of the front office, including the sonogram area.
- Serve as the communication point for clients, volunteers, and staff.
- Create and share schedules to facilitate smooth ministry operations.
- Manage the workflow to guarantee timely opening and closing of the ministry.
- Organize and maintain all client records to support consistent relationships between advocates and clients.
- Acquire training in all aspects of ministry operations, including front desk responsibilities and client advocacy within three months of hire.
- Work two Saturdays per year to staff the ministry during weekend hours. Additional on-call or after-hours opportunities are also available, but participation is optional.

## **Qualifications:**

- Must uphold pro-life Catholic teachings without exception.
- Demonstrated leadership, management, organizational, networking, and interpersonal skills.
- Ability to make prompt and effective decisions in diverse situations.
- A bachelor's degree in a relevant field is preferred but not mandatory.
- Experience in ministry and working with women facing crises is highly valued.
- Bilingual candidates are advantageous but not required.
- Completion of A Better Choice training within the first three months of employment is expected.

## **Physical Requirements:**

- Ability to perform essential job functions safely and successfully.
- Regular punctual attendance is a necessity.
- Capability to lift and carry up to 50 pounds.
- Ability to talk, listen, and speak clearly.

## **Desired Skills:**

- Results and detail-oriented team member.
- Deep understanding of the nonprofit landscape and environment.
- Strong relationship builder and collaborator.

If you are dedicated to leading a team of volunteers and creating a positive impact in the community, we encourage you to apply for this fulfilling position.