



Putting an end to sexual assault through prevention and care.

Formerly known as RAAP

Job Title: Volunteer Coordinator

Status: Full-Time Exempt

Supervision Duties: Hotline Volunteers

Reports To: Director of Client Services

Job Summary: The Volunteer Coordinator oversees the recruitment, training, evaluation and retention of all volunteers that work with the organization. The Coordinator is responsible for successfully matching volunteer skill-sets with organizational needs to ensure a volunteer program that enhances the overall quality of services provided to agency clients. This position serves as the coordinator and primary contact for The Blue Bench's 24-hour Hotline Advocates, who work primarily with victims/survivors of sexual assault and abuse.

Job Qualifications, Knowledge, Skills, and Abilities:

- Bachelor's Degree from an accredited college or university plus experience in volunteer management, preferable with a non-profit organization, or any equivalent combination of education, experience, and training that provides the required knowledge and experience requirements.
- Strong interpersonal, facilitation and public speaking skills.
- Excellent written and verbal communication skills.
- Detail oriented with strong organizational skills.
- Strong computer and technology skills.
- An understanding of the impact of trauma.
- Strong crisis intervention skills.

Job Duties and Responsibilities:

Recruit, train and manage all volunteers on an ongoing basis.

- Develop recruitment materials and activities to encourage a diverse population of volunteers.
- Develop and maintain a marketing plan which focuses on the goals of the volunteer program.
- Develop and implement consistent interview procedures that highlight specific volunteer qualification requirements.
- Establish and maintain a list of viable sources for ongoing recruitment of volunteers and presenters.
- Lead and organize the 40-hour intensive training of volunteers.
- Provide for ongoing support and supervision of volunteers by facilitating meetings, coordinating speakers, and providing in-services. Create and implement processes to address volunteer motivation to ensure a positive volunteer experience.

Maintain confidential records in order to document required information.

- Update donor database to reflect current volunteer information.
- Document volunteer hours and activity in database.
- Log statistics of calls from the 24-hour hotline as well as services provided by hospital advocates.
- Regularly report on hotline and hospital program statistics.

Evaluate the Volunteer Program goals and objectives.

- Evaluate and supervise the activities of the volunteers on a daily basis in order to ensure continuity of services.
- Conduct annual performance evaluations of volunteers.

Be an integral part of community and public relations.

- Promote volunteer services to reflect the agency's mission and standards.
- Provide presentations to individuals and community groups about The Blue Bench's services.
- Develop collaborations with community agencies to enhance services to survivors.
- Create opportunities to be visible outside the agency.

Provide direct services to clients

- Respond to calls on the 24-hour sexual assault crisis hotline.
- Provide on-call services as a hospital advocate to individuals who have been recently sexually assaulted.