

Job Title: Crisis Hotline & Volunteer Coordinator

Status: Full-Time Exempt

Supervision Duties: Hotline, Hospital, & Office Volunteers

Reports To: Advocacy Manager

Job Summary: The Volunteer Coordinator oversees the recruitment, training, evaluation, engagement, 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 and Hospital Advocates, who work primarily with victims/survivors of sexual assault and abuse. The Coordinator will provide excellent holistic support to both clients through direct service and volunteers through regular supervision.

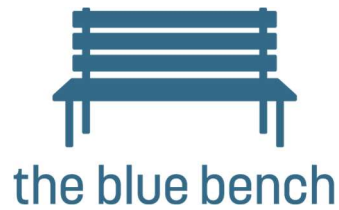
Job Qualifications, Knowledge, Skills, and Abilities:

- Bachelor's Degree from an accredited college or university plus experience in volunteer management, preferable with a nonprofit 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 engagement activities to encourage and support a diverse population of volunteers.
- Maintain and contribute to a strategic plan which focuses on sustainable goals for the volunteer program.
- Implement consistent interview procedures that highlight specific volunteer qualification requirements. Conduct all hiring and interview processes for new volunteers.
- Maintain volunteer management database and intra-net through the Volgistics platform
- Maintain a variety of community engagement initiatives including with viable sources for ongoing recruitment of volunteers, presenters, and community partners.



- Organize & facilitate the 40-hour intensive training of volunteers on a quarterly basis.
- Provide ongoing support and supervision of volunteers by facilitating monthly meetings, coordinating speakers, and providing in-services. Create and implement processes to address volunteer motivation to ensure a positive and supported volunteer experience.
- Maintain confidential records in order to document required information.
- Manage monthly calendars to ensure volunteer coverage of essential duties.
- Log statistics of calls from the 24-hour hotline as well as services provided by hospital advocates, and prepare quarterly reports for grant purposes.

Evaluate the Volunteer Program participants, goals, and objectives.

- Evaluate and supervise the activities of the volunteers on a daily basis in order to ensure continuity of services.
- Support volunteers through regular feedback on calls, and general support around needs for successful continuation in the program.
- Conduct annual evaluation of volunteer program.

Be an integral part of community and public relations.

- Promote volunteer services to reflect the agency's mission and standards.
- Coordinate Supply Drive program with community groups and agencies.
- Provide presentations to individuals and community groups about The Blue Bench's services.
- Collaborate with the development team to coordinate volunteer support for annual and single-occurrence community initiatives and fundraisers.
- Develop collaborations with community agencies to enhance services to survivors.

Provide direct services to clients and on-call

- Respond to calls from clients on the 24-hour sexual assault crisis hotline.
- Provide on-call services as a hospital advocate to individuals who have been recently sexually assaulted.
- Provide support and help with problem-solving for volunteer advocates as staff-on-call.

Please submit resume, cover letter, list of references and salary requirement to: awalder@thebluebench.org. Resumes received by November 6, 2020 will be given first consideration.