

Job Description – Volunteer & Outreach Coordinator

Position Summary:

The Volunteer & Outreach Coordinator (VOC) helps lead efforts to cultivate community involvement with individuals, community groups, corporations, and faith-based organizations, thus supporting the agency's mission and refugee resettlement. The VOC will envision, plan, and implement programs/initiatives that will strategically utilize volunteers to support Exodus's work. With this, the VOC will recruit, train, and retain volunteers. On a consistent basis, the VOC will track, manage, and present volunteer data and reports as needed/requested. In addition, the VOC will also oversee the Exodus Intern Program, which interfaces with all eligible Exodus programs.

Responsibilities:

1. Conduct recruitment, screening, interviewing, training, and supervision (as needed) of volunteers, including (but not limited to) the following key functions:
 - a. Front Desk volunteers (supporting office operations)
 - b. ENL volunteer teachers (supporting our LCore program)
 - c. Conversation Partner and Mentor-oriented volunteers
 - d. Volunteer groups who organize donations in the storage warehouse
 - e. Volunteer groups/individuals who help set up apartments (supporting our Housing Team)
 - f. Interns who serve with Exodus for seasonal terms (supporting all Exodus programs)
 - g. Other volunteers as needed
2. Cultivate relationships with community colleges and universities for intern recruitment and new job postings
3. Respond to potential volunteer and internship inquiries, including student project inquiries that have a service component.
4. Manage all communication from volunteers in a timely and professional manner.
5. Manage volunteer data in the Bloomerang Volunteer database, overseeing and improving systems that monitor volunteer hours as well as evaluate their performance.
6. Train other staff on how to work with and/or supervise volunteers and interns
7. Stay updated about current staff volunteer needs and helps staff identify new volunteer opportunities
8. Track relevant volunteer data including: CWS reports, Match Grant (MG), Development reports, Volunteer Appreciation mailings, etc.
9. Provide current and past volunteers with regular access to volunteer education, support, and/or engagement.
10. Edit current volunteer, internship opportunity, and outreach/speaking request pages on the Exodus website.
11. Coordinate an annual or bi-annual Volunteer Appreciation event/activity and Intern Appreciation event(s). Assist with other development events such as the annual gala, donor breakfasts, and other outreach events as needed.
12. Develop and maintain a retention and/or upgrade strategy for volunteers, including identifying prospects for donations, sponsorships, donation drives, event invitations, board service, etc.
13. Attend community and outreach events on behalf of Exodus to help recruit volunteers and interns, including the responsibility of taking part in resulting speaking engagements.
14. Help the Director of Development create and implement an outreach plan that will work to inform and educate community members about refugees and other humanitarian immigrants served by Exodus.
15. Attend weekly staff and Development team meetings.
16. Assist with other outreach and communications tasks as needed.
17. Participate in Exodus staff training and development activities.
18. Perform other duties as may be required.
19. Reports to the Director of Development.

Position Criteria:

- Must have a bachelor's degree and have experience in human services or public affairs work.
- Must be comfortable in intercultural environments and working as part of a team.
- Must possess excellent written and oral communication skills, customer service abilities, organization, professional flexibility, and creativity.

Signature of Employee

Date