



Job Description

Job Title: Volunteer Connections Coordinator
Responsible to: Database/Volunteer Program Director
Responsibilities: Volunteer Connections Coordinator is responsible for the programming and operations of the Sioux Empire Volunteer Connections Program.

Provide programming and operations for the Volunteer Connections Program in the Sioux Empire

1. Serve as a clearinghouse for volunteer referrals.
 - a. Build and maintain a comprehensive and accurate database of opportunities. This includes recruiting new agencies and new opportunities, updating the database and related website, and training agencies on the use of the database. This also includes providing volunteers technical support and training on database use.
 - b. Connect individuals, groups and businesses with volunteer opportunities in person and through the 211 phone line.
 - c. Promote volunteer opportunities through weekly texting, media releases and emails. Recruit volunteers to receive texts and emails. Promote volunteerism at volunteer fairs and community events.
2. Provide consultation and support to community agency volunteer managers.
 - a. Provide training opportunities to enhance volunteerism and volunteer management.
 - a. Provide consultation and serve as a resource for volunteer managers.
 - b. Develop quarterly newsletter for volunteer managers, communicating events, research and educational information about volunteerism.
1. Serve as a community resource and advocate for volunteer issues. Network with agencies, organizations, media and businesses to promote volunteerism and Helpline Center programs.
2. Coordinate the Sioux Falls Spirit of Volunteerism Awards with the Development team. Coordinate Volunteer of the Month celebrations and Volunteer NOW projects.
3. Work with city, county, state disaster and VOAD agencies to aid in disaster relief.
 - a. Complete FEMA Trainings to be certified to be in the EOC.
 - b. Attend EOC, COAD and VOAD meetings as needed.
 - c. Manage disasters when called upon from onsite location communicating to the 211 Helpline needed information.
 - d. Lead the unaffiliated volunteer center in the time of a disaster.
4. Submit required reports, communications, and documents to the Database/Volunteer Manager

Assist with fund development to sustain the Volunteer Connections Program.

1. Support fund development efforts as needed, including writing grants and completing funding/grant reports.

Direct the Helpline Center's Internal Volunteer Program.

1. Collaborate, support the development of, and carry out strategic planning for use of volunteers, agency-wide at the Helpline Center.
2. Maintain appropriate records on volunteers including documentation of services, hours served, commendations, disciplinary actions, reviews, etc.

Additional Duties

1. At times staff will be required to perform additional duties beyond those specified.

Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency and demonstrate team participation and a workplace philosophy that enriches the staff's ability to reach goals and provide a high level of customer service.
4. Develop professional and personal growth through opportunities and involvement.

Qualifications: Bachelor's degree. Experience with social service agencies/community services/volunteer organizations desired. Demonstrated skills in written and verbal communication along with excellent interpersonal skills. Excellent initiative, organizational skills, flexibility and desire to assist people. Ability to supervise volunteers. Computer literate. Offers of employment contingent upon an acceptable criminal background check.

Hours: Exempt FT, 8 a.m. to 5 p.m. Monday - Friday, or as required.

Updated: 6/11/24

Employee Signature

Date

Supervisor Signature

Date
