

## Volunteer Resources Coordinator

### Summary:

The Volunteer Resources Coordinator works to develop a comprehensive volunteer program including, recruitment, training, placement, and stewardship of all interns and volunteers for the Sacramento LGBT Community Center. The Volunteer Resources Coordinator will work closely with program coordinators and managers to ensure volunteers understand, facilitate, and communicate agency vision and services in all areas including the crime victim services environment.

This position reports to the Office Manager and works in partnership with staff, stakeholders as well as directly with community members of diverse backgrounds. This is a full-time, non-exempt position.

### Responsibilities:

#### Planning & Organization:

- Develop a plan for volunteer engagement by assessing needs across the organization's administrative operations, programs, and events
- Develop a budget to support the plan in coordination with their supervisor and the Executive Director
- Collaborate with staff to develop distinct internship and volunteer roles including written job descriptions to meet assessed needs
- Assess potential risks for positions and addresses with appropriate level of screening protocol and identifying training needs
- Facilitate development of written operational procedures for volunteer activities
- Identify knowledge, skills, and abilities required to fulfill positions
- Develop recruitment and stewardship strategies to produce high retention rates
- Develops community partnerships and collaborations including relationships with corporate volunteer groups and employee resource groups (ERG)
- Conduct research and maintain best practices in volunteer development

#### Management & Operations:

- Recruit interns and volunteers for internal and external opportunities, including in-office assistance, program support, and events
- Maintain internship and volunteer position listings and calendar of opportunities
- Facilitate at least monthly volunteer information sessions
- Manage the application and screening process
- Manage onboarding, matching, and placement of interns and volunteers
- Develop and facilitate training sessions to support organizational roles, personal enrichment, and development of leadership volunteers
- Continuously communicate with interns, volunteers, and their supervisors
- Oversee all administrative duties of the program including the entry and maintenance of volunteer personnel records in a database to ensure accuracy, currency, and legal compliance
- Continuously improve tracking and reporting of volunteer hours for all agency activities including in-office, program, and event volunteers as well as interns, board and committee

members, group facilitators, program partnership volunteers such as attorneys and entertainers

- Prepare and submit reports as required including the tracking of volunteer hours
- Facilitate communication channels with all volunteers
- Coordinate internal volunteer office projects and lead volunteer management operations for the Center's signature events including Sacramento Pride
- Develop a volunteer ambassador program to support the Get Centered community engagement program and signature events

**Stewardship and Organizational Collaboration:**

- Provide guidance, training, and support to staff working with volunteers
- Ensure volunteers receive feedback in their performance
- Monitor and evaluate satisfaction with the volunteer experience amongst volunteers, staff, and clients; and use data to support improvements in the program
- Develop and execute volunteer appreciation activities, recognition incentives, and retention initiatives
- Participate in speaking engagements on behalf of the organization
- As required, actively promote and participate in fundraising/income generating activities
- Conduct evening/weekend activities and other duties as assigned

**Requirements:**

- Bachelor's degree or 4 years of equivalent professional experience in a relevant field
- Passion for the Center's mission and work to create a region where LGBTQ people thrive and a commitment to follow all policies and procedures of the organization
- Flexible availability to work evening, weekend, and extended hours including overtime as needed
- Reliable transportation, valid driver's license, and proof of insurance are required
- Offer of employment may be contingent on satisfactory results of a criminal history background check
- Completion of cultural humility training post-employment may be required

**Qualifications:**

- Combination of education and relevant experience managing volunteers, interns, or other impassioned groups of people
- Thorough understanding of intersectionality and systematic oppression experienced by marginalized populations; experience working in LGBTQ communities is preferred
- Track record of success in recruiting, training, and managing people
- Demonstrated ability to identify what motivates people and how to get the best from them for the mutual benefit of the individual and organization goals
- Experience managing budgets and leveraging resources
- Excellent attention to detail in managing data and producing reports that include identification of trends and assert recommendations
- Ability to balance the support needs of staff and the learning opportunities needed by volunteers and interns to build their capacity for service
- Superior customer service, coaching, and interpersonal and written communication skills
- Able to organize, multi-task, problem solve, and remain flexible within a fast-paced and changing environment
- Ability to take initiative and be a strong team player

- Ability to anticipate potential issues and adapt to an evolving and dynamic work environment
- While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms. The employee is occasionally required to stand, walk, stoop, ascend stairs, kneel, crouch, or crawl. The employee will frequently lift up to 50 pounds. The employee will travel for a variety of work functions such as purchasing and moving office supplies and managing storage facilities.
- Proficient working knowledge of Microsoft Office suite, OneDrive, and social media tools
- First Aid and CPR certification is desired
- Ability to speak and write a language other than English is an asset

**Compensation:**

- Full-time, non-exempt
- \$16-17 per hour DOE
- Monthly stipend to assist with health coverage
- Paid vacation, sick time, and holidays
- Annual professional development opportunities

**To apply:**

Go to [saccenter.org/careers](http://saccenter.org/careers) for additional details. Please submit a cover letter and a resume in a Microsoft Word or Adobe PDF document by email with "Volunteer Resources Coordinator" in the subject line to [jobs@saccenter.org](mailto:jobs@saccenter.org). No phone calls or in-person applications please.

**About the Organization:**

The Sacramento LGBT Community Center works to create a region where LGBTQ people thrive. We support the health and wellness of the most marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ community.

Position is located in Sacramento, CA.

**Equal Opportunity:**

The Sacramento LGBT Community Center is an Equal Opportunity Employer. We actively seek applications from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, HIV/AIDS status, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

