

Job title	<i>PDHC Volunteer Coordinator</i>
Reports to	<i>Human Resources Manager</i>
Hours	<i>24 – 28 hours/week</i>
Classification	<i>Non-exempt, Hourly</i>

Job Purpose

The Coordinator is responsible to secure volunteers, onboard volunteers, coordinate training, and coordinate all volunteer functions within the ministry. The Coordinator supports Client and Administrative Services, and assists with all volunteer related processes and programs as needed.

Staff Supervision

This position will not be responsible for any staff supervision.

Essential Duties and Responsibilities

- Schedule, organize and participate in volunteer recruiting, plan regular volunteer training sessions, and appreciation events.
- Promote a wide range of volunteer opportunities within the organization.
- Organize and conduct 2 – 3 monthly Volunteer Introduction Sessions and a monthly Volunteer Orientation Session.
- Follow prospective volunteers from initial contact to their transition to volunteer.
- Process Volunteer applications.
- Interview and place applicants for volunteer service, based on PDHC needs and prospective volunteer's interest, gifts, and talents.
- Maintain prospective volunteer information list and follow-up regularly.
- Follow-up on training and ensure competency of graduating volunteers.
- Survey staff regularly to assess needs for assistance to ensure sufficient volunteer availability in various areas of operations including Client Care and Administrative Support and to accurately communicate roles to prospective volunteers.
- Assists to develop, review, and distribute the Volunteer Handbook, policies, procedures, and standards of volunteer service.
- Offer input for volunteer related publications. Provide weekly volunteer content for social media. Act as a primary point of contact for various volunteer communications.
- Provide ongoing support and encouragement for volunteers.
- Review client Exit Surveys and annually provide all client services volunteers with the Volunteer Survey.
- Promote communication and cooperation.
- Assist managers in addressing areas of performance concern as needed.
- Work proactively with staff to provide accurate information and assistance to the volunteer.
- Evaluate all aspects of volunteer programs for effectiveness and recommend changes as appropriate and with approval, implement recommendations.
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation, including annual audit of volunteer hours by area of ministry.

- Enter volunteer hours for prayer team and one-time volunteers.
- Work with Development to publicize opportunities for volunteers. Host and attend recruiting events to attract qualified candidates.
- Handle telephone, voicemail, written, and email inquiries in a timely manner.
- Complete annual HIPAA training.
- Perform all other duties as assigned.

Access Levels

- Facility keys and building security code for Administrative office and Centers
- CoolFocus: Volunteers
- SharePoint

Qualifications

- Pro-life convictions and heart-felt desire to represent and live out the policies and principles outlined in the PDHC mission statement, the Employee Commitment statement and the Employee Manual
- Attests commitment to the Christian faith by the Nicene Creed and participates in local church
- High School degree with some college preferred
- Outgoing personality with excellent oral and written communication skills
- Detail oriented and strong organizational skills
- Experience in a non-profit organization preferred
- Initiative and creativity with the desire to work on a team
- Experience and sensitivity in working with individual from diverse cultural backgrounds

Working conditions

This position requires attendance at some evening and weekend events as well as working with various denominations and multicultural clients.

Physical requirements

This position may require standing for extended periods of time and lifting up to 40lb. objects on an as needed basis.
