



POSITION: 2021-2021 Volunteer Coordinator AmeriCorps Member
DEPARTMENT: Development
REPORTS TO: Hail Khalaf, Volunteer Program Manager
SUPERVISED BY: Director of Development

LOCATION: 2121 Dewey Avenue, Evanston, IL, 60201
TRAVEL: Regular travel within the City of Evanston and around the North Shore.
DURATION: 12 months.
STIPEND: \$11,000 plus monthly commute debit card.

POSITION OVERVIEW

Connections for the Homeless is seeking to hire a full-time AmeriCorps member to support the Volunteer Program. Ideally, this volunteer would have a background or interest in community system development, community outreach, non-profit administration and management.

Connections for the Homeless serves and catalyzes our community to end homelessness, one person at a time. With the support of 1,200 annual volunteers, we serve more than 3,330 people each year across our eviction prevention, shelter, and housing programs. Volunteers are central to our work fighting homelessness and poverty. Volunteers support every element of our programming. The AmeriCorps member will partner with Connections' Volunteer Program Manager to build the infrastructure and capacity of our volunteer program. Through this work, the AmeriCorps member will activate greater community engagement that inspires new and existing volunteers to work toward our shared vision where everyone has a safe, stable place to call home.

The AmeriCorps member will help expand the capacity of the volunteer program. Currently, the volunteer program is managed by a full-time staff member who oversees volunteer recruitment, training, placement, and supervision. Last year, volunteers provided more 10,000 service hours and supported every program we offer at Connections.

CORE RESPONSIBILITIES

- Respond to all inbound volunteer and donation inquiries (phone and email), filter them and respond or redirect them accordingly.
- Strengthen relationships with existing volunteers to ensure we can continue to meet the needs of the people we serve, and existing volunteers can leverage their networks to join our core of volunteers.

- Distribute and coordinate the volunteer schedule, issuing regular communications through Basecamp, and updating and refining the volunteer manual.
- Implement data standards and collection methods for volunteer data and in-kind donations to improve the agency's ability to connect with volunteers and assess the effectiveness and reach of the volunteer program.
- Analyze the volunteer program's reach and impact on Connections' programs. This includes reviewing volunteer and in-kind data, keeping accurate records of volunteer time and in-kind donations and making recommendations about how to best distribute volunteer and in-kind resources across the agency to support our mission.
- Conduct ongoing orientations for new volunteers and ongoing trainings for existing volunteers.
- Help build the effectiveness and efficiency of volunteers delivering services to participants which will thereby increase our ability move people forward on their path to overcome homelessness.
- Adhere to the Code of Conduct for Connections for the Homeless.
- Perform other duties as assigned.

REQUIREMENTS

- Age 18 or older
- US Citizen or Lawful Permanent Resident
- Flexible weekday/weekend schedule to accommodate variability of offsite assignments.

QUALIFICATIONS

To perform the opportunity successfully an individual should demonstrate the following competencies:

- Excellent knowledge of Microsoft Office applications.
- Willing to work with the diverse community members and groups.
- Knowledge of managing online platforms and websites is preferred.

TO APPLY

If you are interested in this position, please send your resume and cover letter to Hail Khalaf at hkhalaf@connect2home.org

The responsibilities listed above are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. Other duties may be assigned by managers.