



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

EMPLOYMENT OPPORTUNITY

VOLUNTEER COORDINATOR

FLSA Status: Exempt

Summary of Position: The Volunteer Coordinator position is the initial and primary point of contact for the 1,300+ volunteers that the agency engages annually in support of its mission. Working primarily out of our drop-in center and overnight shelter location, the Coordinator reports to the Community Relations Manager but works very closely with the Shelter Manager. The Coordinator is a strong relationship builder and has primary responsibility for the recruitment, placement supervision and management of volunteers supporting day-time drop in programs, evening group programming and evening meal preparation and meal service. The position also functions as an extension of agency's development team and is responsible for supporting the overall goals of the annual development plan.

Specific Duties:

Volunteer Management

- Respond to all inbound volunteer and donation inquiries (phone and electronic).
- Coordinate volunteer support for specific programmatic efforts, community events and agency initiatives.
- Manage and analyze volunteer data and tracking through Volunteer Hub, our volunteer management software.
- Maintain and publish volunteer calendar of opportunities and ensure all volunteer slots are filled.
- Serve as the day of point of contact for individual and team volunteer projects, providing support, instruction and feedback to volunteers.
- Support accurate record keeping of volunteer time, volunteer contact information and in-kind donations.
- Support in-kind donation drives (e.g. back to school efforts, holiday gift of giving, etc) that support the needs of agency participants, reduce costs for the agency, encourage donors to participate and give more.
- Manage intake, sorting, storage and distribution of in-kind donations with active planning for specific upcoming needs.

- Provide content as requested for agency communications.
- Adhere to the Code of Conduct for Connections for the Homeless.
- Perform other duties as assigned.

General Development Responsibilities

- Support overall development and implementation of annual development plan.
- Build strong relationships with volunteers to ensure high levels of engagement, for active or prospective donors so that they are encouraged to volunteer and donate more.
- Actively support stewardship and cultivation strategies for individuals or teams of volunteer donors and volunteer donor prospects.

The following qualifications are requirements for the position:

- 5 years of volunteer management experience or equivalent
- Experience managing large-scale (50-200+ people) efforts and events
- Experience representing an organization with stakeholders and potential stakeholders
- Exceptional communication and inter-personal skills with a variety of audiences while maintaining a pleasant and engaging demeanor
- Highly organized with experience independently setting priorities, creating calendars, following through on inbound inquiries and thinking strategically

The following qualifications are highly desirable:

- Bachelor's degree in non-profit or volunteer management
- Familiarity with Volunteer Hub, Volgistics or similar volunteer management software
- Volunteer data management experience including program report creation and analytics
- Familiarity with the communities that Connection's serves

Other requirements:

- Valid Illinois Driver's License
- Flexible schedule – may be required to attend after hours' meetings, community events, and/or volunteer activities
- Able to work independently and with diverse populations
- Excellent speaking, writing, and interpersonal skills.
- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Community Programs

Compensation and Benefits

Competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental and life insurance options, short- and long-term disability coverage, as well as a 403(b) option.

Organizational Overview

Connections serves and catalyzes our community to end homelessness, one person at a time. We do this through homelessness prevention, shelter, and housing programs. In 2018, Connections served over 1,400 individuals through our services. To learn more about our programs, please visit our website at www.connect2home.org.