



## **Volunteer Coordinator** **Job Description**

### **Qualifications:**

Candidate must have a minimum of Bachelor's Degree in a related field or an equivalent combination of education and/or work experience.

Must have and maintain valid CA Driver's License with reliable transportation and may require specified car insurance requirements.

### **Background Clearance Requirement:**

Employment will be contingent on successfully passing a mandatory background check through probation. This will be completed and passed according to the satisfaction of Fresno County Probation. An outside background clearance will not be accepted or considered

### **Experience:**

Experience supervising volunteers and/or interns, providing them with training, ongoing coaching and evaluations. Experience with program coordination, program evaluation and contract compliance. Experience with grant management and human resources a plus. Direct experience serving at-risk youth and/or their families who have been involved in the juvenile justice or child welfare systems. Knowledge and ability to train on various direct service skills such as establishing rapport, maintaining healthy boundaries, managing personal biases, motivational interviewing and positive youth development practices required. Experience working with small and large groups as well as individuals, interacting effectively with multiple community agencies and developing volunteers as professionals.

### **Description of Duties and Responsibilities:**

The Volunteer Coordinator is responsible for a steady cycle of qualified, passionate and trustworthy volunteers all year round to support Focus Forward programming. The Volunteer Coordinator supervises volunteers and provides direction, coordination, and consultation for all volunteer functions within Focus Forward. Coordinates and conducts recruitment, orientations, screening, interviews, training, data collection, coaching and evaluations of all volunteers. Manages all aspects of the mentoring program and have full knowledge and understanding or ability to learn HR, grant management and other administrative duties. Ensures compliance with funder requirements including programmatic expectations and budgetary limitations. This position may be required to work non-traditional hours as needed to meet the needs of volunteers. Below is a

sample of duties, responsibilities and skills/knowledge that is required to do this job and may not be an exhaustive list as our client and programs needs evolve.

**Supervision:**

Reports to the CEO and/or designee.

**Major Responsibilities:**

- Coordination of volunteers, including but not limited to: recruitment, orientations, processing of background checks, trainings, and ongoing coaching and support for all volunteers through volunteer recognition, evaluations, feedback and ongoing trainings year round.
- Manage Mentoring Program: Oversee program providing mentoring services to youth and young adults in or recently released from the juvenile justice system. Process referrals, match mentors with mentees, provide training on establishing rapport, maintaining healthy boundaries, managing personal biases, motivational interviewing and positive youth development practices. Evaluate mentor/mentee relationship and provide direction and coaching as needed. Collect program data including satisfaction surveys, risk assessments and other requirements for funder.
- Working with and collaborate with Focus Forward staff and management: maintain strong communication to support program, organization and volunteer needs.
- Must maintain all volunteer and mentoring program records, and collect and aggregate data to show volunteer and program impact using electronic database.
- Ensure contract requirements are complied with including quality assurance in programming, meeting outcome deliverables and overseeing the program budget and invoicing process to track spending.
- Provide leadership to support the organization with various needs including HR, grant writing, contract management and cross-training to ensure sustainability.

**Specific Duties:**

- Working with Universities/Colleges: Establish and/or maintain relationships with universities/colleges that refer students to Focus Forward for internship opportunities. Maintain strong communication for incoming and current interns, including addressing any possible concerns and providing all required documentation for the student intern (i.e. Learning Agreements, Evaluations, etc.).
- Working with partners: Establish and/or maintain relationships with Fresno County Probation and Fresno County Department of Social Services to support department needs through mentor program and other special projects.
- Spearhead efforts to achieve Focus Forward certification as a Service Enterprise from Points of Light.
- Identify recruitment opportunities to diversify volunteer makeup, such as fairs, festivals, local organizations, etc.

- Cross-screen all clients for eligibility in other Focus Forward and partner agency Services.
- All other duties as assigned.

**Required Knowledge/Skills:**

- Knowledge/experience with program development and volunteer coordination
- Proficient in basic computer applications, such as Microsoft Office and Google
- Ability to work well with a diverse group of staff and volunteers in a culturally competent manner
- Excellent verbal and written communication skills
- Excellent organizational and record keeping skills
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Must exercise good judgement
- Willingness to adjust hours to accommodate the needs of the job
- Ability to work with youth, young adults and families who face multiple risk factors, barriers and have had justice and/or child welfare involvement
- Ability to speak with clients one on one and to speak to large groups of people which may include public presentations and facilitating workshops
- Ability to think critically and identify opportunities, challenges, needs and prioritization of work to meet mandatory outcomes of program and organization

**Work Environment and Physical Conditions/Demands:**

Cubicle setting, sitting/standing for prolonged periods of time, lifting up to approximately 40 pounds (more or less as needed), some meetings and appointments or presentations offsite in the community, heavy computer and telephone usage, physical coordination, working in noisy or crowded environment, speak loudly, stopping, bending, lifting, reaching, must drive vehicle. Must be comfortable working with clients facing various challenges and provide services in a non-judgmental manner. These conditions and physical demands are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

**Compensation:** Paid holidays, time off (sick leave/vacation), medical, dental, vision and 403b

**How to Apply:** If you are interested in applying please send your resume and cover letter to Joanna Litchenberg, Program Manager at [joannaz@focusforward.org](mailto:joannaz@focusforward.org) by May 10<sup>th</sup>. Position will remain open until filled.