



Preventing & ending homelessness for families with children

Family Promise of Northern New Castle County
Seeks a Part-Time Volunteer Coordinator

Family Promise of Northern New Castle County (Family Promise) prevents and ends homelessness for families with children, of any size, make up, or composition. We ensure families with children always have a place to go in their time of need. Family Promise provides shelter, diversion, and rapid re-housing resources for families. Please see www.familypromisede.org for more info.

Volunteer Coordinator Objective

To ensure the faith-based congregations, businesses, and local civic groups provide effective hospitality to our families and that volunteers have a positive experience while engaging in Family Promise. Identify, recruit, and manage new volunteers through corporate, community and individual partnerships.

Key Responsibilities:

Forge New & Maintain Positive Congregational & Volunteer Relationships: (40%)

- Engage affiliate congregations and other groups that want to volunteer; recruit new congregations, businesses, & local civic groups. Develop FP needs and ways in which affiliate groups can get involved.
- In conjunction with your direct supervisor, conduct volunteer training and informational sessions for congregations, new volunteers, and new contacts.
- Lead volunteer appreciation efforts.
- Serve as liaison with congregational and volunteer coordinators and other key staff, soliciting feedback regularly and providing information, appreciation, and feedback regularly.
- Communicate with volunteer coordinators as needed to operate the Hospitality Center meal program, promote events, and garner support for Family Promise.
- Utilize the Family Promise Operation Manual for specific guidance and tools to facilitate processes (i.e., "host headlines", excel document for creating the annual calendar, etc.).
- Sweep, wipe down surfaces, clean the dining area as needed, and ensure the dining area is stocked with paper plates, cups, any materials needed for dinner service.

Volunteer Supervision & Oversight: (40%)

- Provide supervision and coordinate schedules for volunteers.
- Recruit and train volunteers that participate at facilities.
- Facilitate getting Family Promise needs met (skills, items, other resources) through volunteers.

Administrative Responsibilities: (20%)

- Develop and update Hosting Operations Guide, Volunteer Handbook, procedures needed for volunteers.
- FPF force entry of new contacts, donors, volunteers, and donations as necessary.
- Assist with stakeholder relations. Provide tours, and information as needed.
- Assist at special events.



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Measuring Success

- Success is measured by congregation retention and new congregation/volunteer group recruitment.
- Qualitative feedback from surveys
- Organizational success includes assisting as many families experiencing homelessness as possible, secure permanent housing.

The Ideal Volunteer Coordinator will possess the following knowledge, skills and abilities.

- Effectively communicate with volunteers, families being served and community stakeholders.
- Advanced Computer Skills including word, excel, PowerPoint, publisher, web-based research. Experience with salesforce.com (or other CRM) is a plus.
- Ability to exercise good judgment, discretion, and confidentiality.
- Ability to work a flexible schedule, including some evenings and weekends.
- Possess a valid driver's license.

The Ideal Candidate will

- Have 2+ years' experience in a volunteer management capacity.
- Have a positive, energetic, go-get-it attitude.
- Be personable and professional with the ability to interface with multiple, diverse constituents.
- Operate with professionalism, integrity, and honesty. S/he will demonstrate commitment and drive to excel.

Hours/Schedule:

- The Volunteer Coordinator will work 20-25 hours per week.
- Scheduling is flexible.
- Working late, one night of the week is preferred.

Accountability:

The Volunteer Coordinator reports to the Family Promise NNCC Operations Manager.

Salary and Benefits

- This is a part-time position with benefits: 5PTO Days
- Mileage reimbursement for work-related car travel.
- Hourly Rate: \$18 - \$22.

Work Environment & Managing Success:

- Occasional lifting of materials of up to 25 pounds is necessary.
- Family Promise is comprised of a small staff and a large pool of volunteers.
- This position's success is measured by: accurate/timely work product; efficient/effective processes and procedures; services secured as needed; systems in place where possible; organizational systems employed.



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Application Instructions

Interested applicants should send cover letter and a resume via email to aaron@familypromisede.org. Please include the words Volunteer Coordinator in your subject line.