

LightHouse Volunteer Coordinator

Organization Profile: LightHouse Women and Children's Center is a new venture of Hope Rescue Mission in Reading, PA to provide emergency and transitional housing for women and children. Hope Rescue Mission is a faith-based nonprofit organization that has been operating for 129 years to serve homeless men in Berks County. LightHouse will provide services to single women, women with children and unaccompanied youth in a new building where each family will receive their own private room. They will be given a safe place to stay where they will be treated with compassion and dignity. We are looking to hire dedicated employees who are committed to making a difference in the lives of those who will be staying at LightHouse. Every day we will work together to create a culture that allows our guests and team members to grow and reach their full potential.

Job Description: The Volunteer Coordinator is a key position at the LightHouse Women and Children's Center with the primary purpose to oversee and manage all facets of the volunteer program at the LightHouse. This team member will be part of creating and maintaining an amazing work culture by instilling a team-oriented sense of camaraderie and positive guest relationships. This position interfaces with a range of diverse populations, as well as program staff, to assess the immediate and long-term volunteer needs for the LightHouse. This team member will be a positive, high-energy individual who will coordinate more than 300 volunteers annually, including recruiting, screening, orienting, scheduling, and managing volunteer inquiries and communications. The position manages the in-kind donation program and builds relationships with donors, acknowledging the gifts, time, and talent that our volunteers offer us.

Essential Duties and Responsibilities

Recruits and retains volunteers to provide services throughout the LightHouse community

- Passion for Hope Rescue Mission's mission, vision, and core values.
- Excitement for working in a start-up environment that values creative problem solving and open communication.
- Bachelor's Degree preferred or relevant education & experience may be considered in lieu of Bachelor's Degree
- Monitors the Volunteer Coordinator email and phone number and responds to all inquiries in a timely manner, acting as the direct contact
- Plans and implements both small- and large-scale group service projects and volunteer recognition events
- Collaborates with LightHouse team members to ensure volunteer placements are strategic based on their mission as well as the volunteer's background
- Collaborates with other Development staff to create and implement opportunities for individual and corporate funders to deepen their relationship with Hope Rescue Mission

- Serves as representative for the LightHouse and Hope Rescue Mission at events, promoting the volunteer program
- Creates onboarding materials and holds orientation sessions for new volunteers
- Manages and tracks volunteer background clearances
- Oversees and coordinates large-scale holiday volunteer and gift-giving efforts, which includes acquiring large in-kind donations of food and holiday gifts, as well as coordinating meal service for Thanksgiving and winter holidays for all LightHouse residents
- Communicates with in-kind individual donors, coordinates donations, and generates acknowledgments
- Collaborates inventory needs of organization and maintains the in-kind donation supply
- Updates the in-kind donation webpage with current needs
- Enters all volunteer information is entered into Volunteer Management Software, generating reports on volunteer activity as needed
- Solicits feedback from volunteers about their training and experience to better improve communication and overall volunteer program
- Provides content for Hope Rescue Mission website, materials, social media, and e-blasts promoting volunteer events, opportunities, and recognition
- Ensures compliance and maintains records of all paperwork for volunteers (applications, waivers, clearances, etc.)
- Attends Hope Rescue Mission Development meetings relevant to the Volunteer position

REQUIRED SKILLS AND EXPERIENCE

- Experience with volunteers and/or donors for a non-profit organization
- Experience with volunteer supervision and/or project management
- College degree (preferred)
- Experience with volunteer management software (preferred)
- Working knowledge of Raiser's Edge (preferred)
- A valid driver's license
- Excellent verbal and written communication, presentation, and facilitation skills
- Working knowledge of Microsoft Office Suite especially MS Excel and MS Word
- Strong organizational skills and detailed focused with the ability to manage multiple tasks simultaneously
- Must be able to work occasional evenings and weekends as needed for volunteer events
- Attention to detail, including proofreading and project follow-through
- Ability to work independently and as part of a team
- Experience in building and sustaining positive relationships with donors, volunteers, guests, and staff

JOB TYPE: FULL TIME

BENEFITS:

- Paid Time Off

If interested, please apply to: LightHouse@HopeForReading.org