



Interfaith Works Empowerment Center Position Description

IWEC Community Engagement and Volunteer Coordinator

Silver Spring is home to multiple Interfaith Works programs at Progress Place, including the Interfaith Works Empowerment Center (IWEC) and Overflow Shelter (IWO), Interfaith Works Residences (IWR), and the Interfaith Works Vocational Services program. The IWEC is a fast-paced day and overflow shelter program for adults experiencing homelessness. The program serves as an entry point for individuals experiencing homelessness and provides basic needs (toiletries, showers, laundry) and case management services that work with program participants to connect them with appropriate benefits and housing. In the winter months, the IWEC operates an Overflow Shelter program November through March. The IWR is a 21-unit permanent supportive housing program for individuals who have experienced homelessness.

The Community Engagement and Volunteer Coordinator role is a full-time position that is responsible for donor engagement and the coordination of volunteers and community outreach efforts, including but not limited to Help the Homeless Walks and Holiday Giving. The Coordinator is also responsible for managing the IWEC events calendar and regular administrative reporting.

Responsibilities:

- Acts as a warm and inviting presence and is onsite to welcome and coordinate donors and volunteers.
- Ensures that volunteer experience is positive and that all volunteers complete necessary paperwork and waivers. Ensures all volunteer information is current and accurate in the database.
- Cultivates relationships with local congregations, corporations, universities, and community partners to increase donor engagement and volunteer recruitment.
- Provides engaged presence and personal leadership to volunteer activities at the IWEC and surrounding community.
- Plans, develops, and implements volunteer services and activities at the IWEC.
- Coordinates and leads tours of the IWEC and IWR for potential donors and volunteers.
- Identifies needs and fulfills volunteer support.
- Coordinates drives for donations and picks-up donations from around the County.
- Works collaboratively with IW Development Team on IW's Help the Homeless Walks. Responsible for recruiting new host organizations, planning and implementation of the walks and ongoing reporting of results; leading the effort to raise \$15,000 in a matching grant.
- Works collaboratively with the IW Development Team in developing IW's role in the Holiday Giving Coalition; recruiting local congregations, businesses, and community organizations to get involved with Interfaith Works through volunteering, donating goods and making financial contributions.
- Represents IW at local meetings in Silver Spring, including those with the Chamber of Commerce.
- Attends meetings and works collaboratively with IW Community Engagement and Volunteer Coordinator Team to develop a formal volunteer orientation, volunteer program policies and procedures, and evaluation of programs and services performed by volunteers.



- Maintains volunteer records (including background checks when appropriate) to be in compliance with the County protocol.
- Reviews all volunteer applications and meets with interested volunteers, coordinating with the respective Program Director when appropriate.
- Writes “thank you” notes to all volunteers / groups that come in or an activity and keeps track of volunteer longevity to thank regular volunteers on an annual basis. Brings “thank you” cards to staff meetings for all to sign.
- Manages Volgistics (an online volunteer database), adds new volunteers and updates Volgistics to reflect volunteer attendance.
- Maintains inventory of office and client supplies, notifying the Facility Administrator if something needs to be ordered, and communicates with IW Development Team any updates needed to our Wishlist.
- Utilizes volunteers to help organize our storage closets and maintain inventory.
- Maintains the monthly IWEV events calendar (prints and distributes to staff and emails to calendar listserv).
- Keeps track of and coordinates staff birthdays and celebrations.
- Schedules client satisfaction surveys, ensuring they are completed quarterly during the Morning Meeting and tallying the results.
- Completes the following reports and logs for the IWEV and IWR: in-kind report, donation log, volunteer hours log, quarterly participant satisfaction survey tallies, and mid-year and end-year statistics.

Qualifications:

- An Associates or Bachelor’s degree preferred
- Basic understanding of, and desire to learn more about, issues related to homelessness and the programs that serve those affected by poverty and homelessness
- Strong written and oral communication skills
- Proficiency with Microsoft Office
- Comfortable with Social Media
- Computer literacy
- Ability to multitask
- Flexibility with work schedule in support of event and deadlines
- Ability to work independently and as a team member with compassion, respect, and professionalism

Supervision:

The IWEV Community Engagement and Volunteer Coordinator reports directly to the IWEV Program Director. To apply, please send a cover letter and resume to Kacy Barker at kbarker@iworksmc.org