



## Interfaith Works Women's Center Position Description

### Community Engagement and Volunteer Coordinator

Interfaith Works seeks a successful, highly motivated, detail oriented professional for immediate full-time opening. Requires a high level of integrity, passion for volunteerism, philanthropy and helping people in need; excellent verbal and written communication skills, and volunteer coordination or event planning experience.

The Interfaith Works Women's Center (IWWC) is a fast-paced emergency shelter program for adult women experiencing homelessness. The 70 bed program provides shelter, meals, and case management services. The goal of the program is to quickly move shelter guests to housing so that homelessness is rare, brief, and non-recurring. The IWWC is the only emergency shelter in Montgomery County for single women open all year.

The Community Engagement and Volunteer Coordinator is a full-time position and will report to and be supervised and evaluated by the Program Director for the Interfaith Works Women's Center (IWWC). The Community Engagement and Volunteer Coordinator is primarily responsible for recruiting, maintaining and supporting coordination of volunteer groups to provide all meals, coordinate activities for guests, represent IW and the shelter to community groups and support the Development Office.

#### **Responsibilities:**

- Coordinates and schedules volunteers to provide all meals to the 70 guests at IWWC.
- Coordinates and schedules group volunteers to provide group activities at IWWC.
- Solicits and retains volunteers through effective relationship management.
- Is on-site at the IWWC during dinner serving hours to provide personal contact with meal-provider teams.
- Provides follow-up phone and/or email to remind meal providers of their scheduled service and ensures meals are covered when volunteers cancel.
- Provides tours of the shelter to new or prospective volunteers and/or donors.
- Attends monthly development meeting.
- Greets volunteers, providers, and donors who come to or call IWWC.
- Maintains Volgistics volunteer database and detailed in-kind donation log.
- Coordinates with IWWC staff about meals and supplies being provided by volunteers and volunteer-led special events.
- Promotes the programs of IW with volunteer groups and potential volunteer groups and individuals.
- Represents IW at volunteer events and fairs or recruits volunteers to represent the organization.
- Coordinates and attends special events to represent IW and support large volunteers groups at IWWC.
- Manages guest sign up and referrals for groups, activities, outings, meals, etc.
- Maintains the informational bulletin boards and calendar of events chalkboard.
- Creates flyers and sign in sheets for shelter activities as needed.
- Maintains detailed written log notes and communicates to team important volunteer activities



and updates. Responds to volunteer related comments in the log notes.

- Maintains log of volunteer hours, in-kind donations, and gift cards as needed.
- Completes monthly in-kind donation log and year-end report.
- Sends thank you email and link to volunteer feedback survey to meal providers.
- Writes and sends thank you notes for special donations.
- Writes letters of verification of volunteer service as requested.
- Updates and maintains the IWWC wish list and share with volunteers.
- Ensures proper Release of Information forms are signed when necessary.
- Manages Social Media groups for IWWC.
- Maintains and updates meal guidelines and share with volunteers.
- Sends monthly thank you list of volunteers to the Development office.
- Other duties as assigned.

### **Qualifications:**

The successful candidate will have knowledge of program or project management, customer-service, and volunteer management as well as a commitment to the mission of Interfaith Works. Additionally, candidates should possess the following:

- 1 – 3 years of experience in volunteer programming or program management.
- Planning and organizational skills with short and long term plans.
- Building and motivating effective teams of diverse people.
- Ability to work with a diverse pool of volunteers, service partners with different cultural and professional styles.
- Available to work evening hours.
- Available to answer calls after hours.
- Own Transportation preferred and/or clean driving record and valid driver's license.
- Excellent written and verbal skills.
- Strong computer skills and skilled use of MS Office Software Suite.
- Energetic, optimistic, and customer-centered personality.
- Strong work ethic with the ability to multi-task.

### **Supervision:**

The Community Engagement and Volunteer Coordinator reports to the IWWC Program Director.