

## **Volunteer Coordinator Job Description**

The purpose of the VC is to oversee the vital role of volunteers in the RM community. All our staff members, in some way, care for volunteers and work to make their experience a good one. But with the growing number of volunteers, and the ever-expanding ways in which people can find a place within RM, the VC position is essential for holding it all together.

The VC is charged with the following main responsibilities:

1. Facilitating the process by which people become volunteers.
2. Expanding our volunteer base by engaging with the broader Triangle community.
3. Coordinating with RM staff in getting volunteers settled in the best roles.
4. Attending to the development and well-being of volunteers (along with the rest of the RM staff).

Below is more on each of those responsibilities. In addition, the new VC will contribute to the RM team in other capacities as needed and as are fitting with the person's gifts. The VC will also participate in regular staff responsibilities such as staff meetings and helping out with various programs, camps and special events.

### **Facilitating the process by which people become volunteers.**

This aspect of the job includes several elements:

1. Regularly checking for and responding to volunteer inquiries – whether through the website, personal connections, or any other avenue.
2. Conducting volunteer meetings. These meetings are meant for getting to know the prospective volunteer better, exploring volunteering options, and going through the RM Volunteer Orientation. This step is essential, as this is the first moment when volunteers are exposed to RM's approach to ministry and volunteering.
3. Processing a background check and calling references if needed.
4. Entering and updating all volunteer information in Salesforce.
5. Connecting the new volunteer with appropriate program staff person(s).
6. Being with the new volunteer during their first day.

### **Expanding our volunteer base by engaging with the broader Triangle community.**

1. Developing a plan for going out in the community to groups who are not currently connected with RM to spread the word about volunteer opportunities and invite new people into engagement.
2. Sustaining and strengthening relationships with churches, other ministries, college and university groups, civic organizations, and others who are already partners, to grow our volunteer base.
3. Arranging for opportunities to speak about RM in various settings.
4. Working with RM staff on increasing the diversity of our volunteer base.

### **Coordinating with RM staff in getting volunteers settled in the best roles.**

1. The VC should be in regular communication with all RM staff about volunteer needs. It will also help for the VC to be present semi-regularly at all RM programs to gauge volunteer needs.
2. The VC should have a regular weekly pattern of checking the volunteer lists on Salesforce and comparing notes with RM staff to make sure that volunteers are actually participating according to their commitments.

3. If RM staff need volunteers to step into particular roles, the VC can be part of that process as needed.

**Attending to the development and well-being of volunteers.**

1. Communicating with volunteers about general RM matters (i.e. communication that is not specific to a single program).
2. Helping coordinate development opportunities for volunteers (August Volunteer Orientation, evening training meetings, Reality Forum).
3. Working with RM staff, especially the Community Leaders, to ensure that volunteers are receiving care and support (for instance, meeting up with volunteers to get to know them and hear about their experience at RM).

*Salary \$38k-42k based on experience, plus benefits  
Start Date TBD*