

URBAN MISSION

To listen with **compassion** and to serve with **love**.

Volunteer Coordinator (20 hours per week)

Job Summary

The Volunteer Coordinator is responsible for recruiting, training, scheduling, supporting, and retaining volunteers who serve throughout Urban Mission Ministries. This position works closely with staff, ministry leaders, volunteers, churches, businesses, community organizations, and partner agencies to ensure volunteer needs are met across all ministry areas.

The Volunteer Coordinator serves as the primary point of contact for volunteers and acts as a welcoming representative of Urban Mission Ministries, connecting individuals and groups with meaningful opportunities to serve. This role is essential in building a strong volunteer workforce that advances the mission, vision, and programs of the organization while ensuring volunteers have a positive, rewarding, and impactful experience.

Key Responsibilities

Volunteer Recruitment & Engagement

- Develop and implement a comprehensive volunteer recruitment strategy to strengthen and expand the Urban Mission volunteer base.
- Promote volunteer opportunities through local churches, schools, businesses, civic organizations, and community groups.
- Recruit volunteers for one-time projects, seasonal events, short-term assignments, and ongoing ministry opportunities.
- Match volunteers with service opportunities based on their interests, skills, availability, and ministry needs.
- Build and maintain relationships with organizations and groups that provide volunteer support and engagement.
- Develop, implement, and maintain online volunteer registration and scheduling systems.
- Represent Urban Mission Ministries at volunteer fairs, community events, church presentations, and recruitment activities.

Volunteer Training & Development

- Assess volunteer interests, gifts, skills, and availability to determine appropriate placements.
- Plan, coordinate, and facilitate volunteer orientation and onboarding programs.
- Develop and maintain volunteer handbooks, training materials, procedures, and resource guides.

- Ensure volunteers understand organizational policies, safety procedures, expectations, and the mission of Urban Mission Ministries.
- Coordinate specialized training opportunities with ministry leaders for volunteers serving in specific program areas.
- Support volunteers through ongoing coaching, communication, and leadership development opportunities.

Volunteer Coordination & Administration

- Serve as the primary contact and resource for all volunteers.
- Manage volunteer scheduling and assignments to ensure adequate coverage across ministry programs and events.
- Maintain a centralized volunteer calendar and coordinate scheduling requests.
- Collaborate with department leaders to develop and update volunteer position descriptions.
- Maintain volunteer records, including applications, waivers, background checks, service agreements, and other required documentation.
- Ensure volunteer check-in and check-out procedures are consistently followed.
- Track, document, and report volunteer hours and service activities.
- Maintain accurate volunteer data within Little Green Light and other organizational databases.
- Generate volunteer reports, participation statistics, and engagement metrics as needed.

Volunteer Retention & Recognition

- Foster a welcoming, supportive, and positive volunteer culture.
- Build strong working relationships with volunteers, staff, and ministry leaders.
- Monitor volunteer satisfaction and engagement levels.
- Address volunteer concerns and assist with conflict resolution involving volunteers, staff, or clients.
- Develop strategies to improve volunteer retention and long-term engagement.
- Coordinate volunteer recognition efforts, appreciation events, and volunteer celebration activities.
- Maintain regular communication with volunteers regarding opportunities, updates, and organizational news.

Community Service & Agency Partnerships

- Coordinate volunteer placements through partner agencies and community organizations.

- Work collaboratively with agencies such as Goodwill, CAC, schools, churches, and other community partners.
- Manage community service, court-ordered, and agency-referred volunteers in accordance with organizational policies and procedures.
- Maintain required documentation, service records, and verification forms for partner agencies.
- Submit volunteer timesheets, reports, and compliance documentation as required.

Organizational Support

- Answer office phones and assist visitors as needed.
- Participate in staff meetings, trainings, and agency events.
- Collaborate with staff across all departments to support organizational goals and initiatives.
- Assist with special events, fundraising activities, volunteer projects, and community outreach efforts.
- Represent Urban Mission Ministries professionally within the community.
- Perform other duties as assigned.

Required Skills & Qualifications

Education & Experience

- High school diploma or equivalent required.
- Two or more years of experience in volunteer coordination, program coordination, nonprofit administration, customer service, event planning, or a related field.
- Experience recruiting, training, supervising, or managing volunteers preferred.

Knowledge, Skills & Abilities

- Excellent verbal, written, and interpersonal communication skills.
- Strong organizational, administrative, and time-management abilities.
- Ability to manage multiple projects, deadlines, and priorities simultaneously.
- Strong relationship-building and networking skills.
- Ability to work effectively with individuals from diverse backgrounds and experiences.
- Strong problem-solving and conflict-resolution skills.
- Ability to work independently while also functioning as an effective member of a team.
- Proficiency in Microsoft Office, including Word, Excel, Outlook, and Teams.
- Experience with volunteer management databases and recordkeeping systems.

- Ability to maintain confidentiality and exercise sound judgment.
- Passion for community service and commitment to the mission of Urban Mission Ministries.

Work Requirements

- Ability to work a flexible schedule, including occasional evenings and weekends for volunteer activities, special events, and organizational needs.
- Ability to travel locally for meetings, presentations, volunteer recruitment events, and community partnerships.
- Valid driver's license and reliable transportation.

Preferred Qualifications

- Associate or Bachelor's degree in nonprofit management, communications, human services, business administration, public administration, education, or a related field.
- Experience coordinating volunteers within a nonprofit, faith-based, educational, or community service organization.
- Experience with Little Green Light or other volunteer management and donor databases.
- Experience planning volunteer events, recognition programs, or community engagement initiatives.
- Knowledge of volunteer recruitment, retention, and best practices.
- Experience managing court-ordered, agency-referred, or community service volunteers.
- Experience delivering training, presentations, or group facilitation.

Physical Requirements

- Ability to sit, stand, walk, and move throughout offices, ministry locations, and event venues.
- Ability to lift and carry up to 25 pounds.
- Ability to operate standard office equipment, including computers, phones, printers, and copiers.
- Ability to assist with volunteer events, projects, and set-up activities as needed.

Mission Commitment

This position is expected to actively support and uphold the mission, vision, and values of Urban Mission Ministries. This position should exemplify compassion, hospitality, integrity, and servant leadership while empowering volunteers to make a meaningful difference in the lives of individuals and families throughout the community. The successful candidate will foster a culture of service, engagement, and collaboration that strengthens the impact of Urban Mission Ministries and its partners.