JOB DESCRIPTION
Position: Volunteer Coordinator
Classification: Part-Time: 12-15 hours/week (2021)
FLSA: Hourly
Reports To: Director of Operations
Compensation: per hour
Supervisory Responsibilities: Yes

Organization Mission & History: We aim to promote and empower the LGBT community and its allies through information, education, advocacy, and support. In addition to operating Central Florida’s largest HIV, Hepatitis C, and STI testing program, we host numerous support groups and participate in various community events. The Center was founded in 1978.

Summary:
Reporting directly to the Director of Operations, the Volunteer Coordinator’s primary focus is to supervise volunteers and provide direction, coordination, and consultation for all volunteer functions within The Center. The volunteer Coordinator works closely with volunteers to support and help volunteers with any concerns. Volunteer Coordinator also works as a coordinator between operations administrative staff especially the Director of Operations regarding changes, policies, and any other operation related concerns. The volunteer Coordinator works closely with volunteers in a semi-unstructured environment with potential numerous interruptions throughout the day.

Responsibilities

Develop, promote, and maintain a wide range of volunteer opportunities within the organization
- Survey staff regularly to assess needs for volunteer assistance
- Maintain Volunteer Service Descriptions for each volunteer assignment
- Ensure volunteers are staffed to support the various areas of operations, to include visitor service areas, exhibits and education, special events, development, and marketing/communications
- Conduct and/or arrange for volunteer orientation and training
- Schedule all-volunteer activity, including tours
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Assess visitor feedback received through comment forms
- Organize and participate in volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer Participation
- Maintain volunteer database
- Assist with other volunteer organizations established by other departments, including education interns, education volunteers, development volunteers

Recruit, interview, and place applicants for volunteer work
- Host and attend recruiting events within the community to attract qualified candidates
- Develop and maintain relationships with other volunteer organizations within the area
Provide ongoing support and guidance for volunteers
- Act as a single point of contact for communications
- Confer with volunteers to resolve grievances and promote cooperation and interest

Conduct tours as needed or requested

Outreach and Relationship Management
- Network with other agencies, coalitions, and virtual community meetings
- Assist with other volunteer organizations established by other departments, including education interns, education volunteers, development volunteers
- Work in the community to provide information regarding resources and service opportunities
- Work proactively with staff to provide accurate information and assistance to the volunteer
- Actively participate in staff meetings and training
- Write newsletter
- Work with the local Department of Corrections and Probation to oversee community service workers including weekly reporting.
- Perform other duties as assigned

Qualifications
- Has prior experience working in a non-profit organization or related organization, managing volunteer programs, and program development
- Possess the ability to use computers and proficiency in Microsoft Office software, particularly Excel
- Must be comfortable using technology
- Is a highly motivated self-starter, with a proven ability to develop creative solutions
- Bilingual preferred; at a minimum, the ability to understand and to make one's self-understood to all Spanish speaking individuals
- Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations
- Demonstrated capability to effectively communicate orally and in writing
- Effective written communication is essential
- Ability to work well with a diverse group of staff and volunteers
- Willingness to adjust hours to accommodate the needs of the job. This includes working at nights and weekends for special events
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

The Center Orlando Volunteer Coordinator Job Description,

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