Volunteer and Donations Coordinator
Job Description

General Description:
The Volunteer and Donations Coordinator is collaborative supporter and a member of the integrated Development and Support Services Teams with the objective to support the mission of Central Iowa Shelter & Services and the clients served by building an ever-increasing network for volunteer and donor support to the organization. In conjunction with the Development Team, the Volunteer and Donations Coordinator is responsible for the volunteer recruitment, matching, orientation, project planning, implementation and supervision of volunteer activities; and solicitation and acquisition of in-kind donations to the organization. In addition to the daily maintenance of the volunteer program, the Volunteer and Donations Coordinator represents the agency at external events and builds relationships in the community and with volunteers and corporate partners. In addition, the Volunteer and Donations Coordinator will oversee the Opportunity Center of the agency, managing the Clothing Closet and Food Pantry through the utilization of volunteer support. The position requires a clear communicator, both verbal and written, organized with effective time management skills, demonstrating a willingness to learn and adapt, with the highest standards of behavior, detail orientation, collaborative manner and work ethic. This is a full-time position. The schedule for this position requires day hours and occasional evening and weekend hours to cover volunteer group activities, committee meetings and events to benefit the agency. This position reports to the Associate Director, with additional dotted line supervision provided by the Development Director.

Duties/Responsibilities:
Volunteer Management Duties

- Completes the recruiting, screening, interviewing and training of new volunteers. Provides ongoing training and supervision of preexisting volunteers, ensuring that volunteers are given appropriate training to be successful in their positions.
- Works with volunteers individually and in small groups. Assesses experience, skills and limitations of volunteers to successfully engage them in meaningful volunteer service.
- Orients, trains, coaches, motivates, measures and evaluates volunteers in accordance with organizational policies, procedures and programs. Orients volunteers to increase their understanding of the organization, its clients, its services and the role and responsibilities of volunteers.
- Conducts monthly Volunteer Orientation sessions and develops volunteer training tools and curriculums as needed, including education around the issues of homelessness, mental illness, addiction and other relevant topics.
- Acts as liaison between the agency and the community, including but not limited to: 1) speaking to community and corporate groups to present on the agency history, needs and volunteer opportunities and 2) volunteers and the agency to ensure that staff are prepared for arrival of volunteer groups and that all necessary tools, resources and materials are readily available and that all staff understand details and expectations.
- Ensures that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures.
• Assists with conflict resolution among clients, staff and volunteers according to established procedures.
• Plans and implements formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization.
• Creates and maintains volunteer files which will track individual applications, background checks, and other paperwork related to their ongoing participation in CISS volunteering opportunities.
• Works side-by-side with volunteers to ensure that their hours are used productively and projects are completed in a timely manner.
• Maintains volunteer calendar, arranging schedules for different stations where volunteers are utilized including the Clothing Closet, Food Pantry, Front Desk, Garden, Food Rescue and general. Covers vacancies in key stations when volunteers do not show up or are unavailable.
• Organizes and monitors the Food Rescue project. Engages additional Food Rescue partners (restaurants, caterers, businesses, etc.). Ensures Food Rescue partners are supported by the agency.
• Completes monthly reporting summaries of volunteer hours and project statuses.

Opportunity Center Duties
• Ensures the Opportunity Center is fully staffed. Covers vacancies in the Food Pantry or Clothing Closet when volunteers do not show up or are unavailable.
• Maintains records of pertinent Opportunity Center related information and prepares and submits monthly activity reports following established procedures.
• Serves as the agency liaison to the Des Moines Area Religious Council, attends DMARC meetings, prepares and submits needed activity reports, monitors food orders and ensures all food pick-ups are completed as necessary.
• Serves as the agency liaison to the Eat Greater Des Moines work group.
• Networks with other agencies regarding Clothing Closet and Food Pantry best practices.

Donation Duties
• Researches and cultivates relationships with individual and corporate donors and community agencies for the solicitation of in-kind goods.
• Communicates with potential donors regarding items to be donated, as well as planned delivery of said items.
• Exercises discretion regarding acceptance and/or disposition of donated goods and maintains donor relationship through attentive customer service.
• Completes donation paperwork for donors.
• Works with clients to ensure the proper processing of donations through the HotBox.
• Monitors the donation rooms to ensure organization and cleanliness.
• Facilitates logistics related to delivery of extra donations to other shelter sites or agencies.
• Acknowledges volunteer in-kind and financial donations in a timely manner.
• Meets regularly with Development Team to review and assess volunteer needs.

General Duties
• Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
• Attends meetings in the community specific to duties, including: volunteering or volunteer engagement, DMARC meetings, Eat Greater Des Moines and others. Participate in staff meetings onsite, including all staff meetings, and selected Development team meetings.
• Other duties as assigned.
Qualifications, Experience and Abilities:

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- Bachelor’s degree required; bachelor’s degree in social service-related field preferred.
- Experience teaching, working with volunteers and/or organizing community activities is required.
- Strong management skills including planning, coordination and supervision are required.
- Ability to perform physical work, including working in outdoor elements and lifting up to 50 lbs. unaided is required.
- This position will require a highly organized individual, with excellent follow up skills as well as the ability to overcome objections and obstacles in the pursuit of success.
- Minimum two years’ experience in Human Services preferred.
- Experience working with one or more of the following: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and with those living in poverty preferred.
- Superior one-on-one interpersonal and communication skills, including ability to foster confidence and trust, listen sensitively, and respond appropriately are key attributes for the successful applicant.
- Ability to establish and maintain professional boundaries in working with clients, volunteers and donors.
- Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred.
- Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being client oriented.
- The successful candidate will have the ability to work well under stressful conditions, negotiate different personalities and work under competing priorities while managing a wide variety of tasks.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as experience using and entering data into HMIS or other client databases. Must have the ability to obtain a ServicePoint license.
- Must be prompt and dependable.
- Able to work with minimum day to day supervision.
- The nature of this work is also somewhat unpredictable and the successful candidate must have the flexibility to work some evenings and weekends.
- Must possess valid Iowa Driver’s license as at times the successful candidate may drive a CISS vehicle.

Interested candidates should send cover letter, resume, and salary requirements by July 13, 2014 to:

mthibodeau@centraliowashelter.org

Position is open until filled

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.