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[www.jacksonstreet.org](http://www.jacksonstreet.org)

## **Position: Volunteer Coordinator**

**Purpose:** This position supports volunteer recruitment, onboarding, recognition, celebration, and end-of-volunteer processes and ensures program sustainability. The Volunteer Coordinator reports to the Development Director and is part of the Development Team.

### **Responsibilities:**

#### ***Volunteer Processes Coordination-***

- Lead volunteers—including board of director members, program volunteers, and community ambassadors—through Jackson Street’s on-boarding process, including background checks, orientation, and documentation for files. Orientation provides education to volunteers on what services Jackson Street provides and introductions on best practices for working with homeless youth
- Understand needs of program staff and help each volunteer identify the opportunity that best fits them so that it is rewarding for the volunteer and fills an identified need for the organization
- Complete documentation for each volunteer and maintain the volunteer database
- Support closure for the volunteer at the end of their time with us
- Maintain the volunteer handbook and procedure manual
- Provide support and volunteer data for licensing, federal site visits, and grant proposals or reports, as needed
- Maintain volunteer and service project application and ensures accurate content on website page

#### ***Volunteer Stewardship and Support-***

- Steer recruitment efforts in coordination with full Development Team
- Conduct regular check-ins with program staff and volunteers so that connections and relationships between program staff and volunteers are positive and beneficial; help navigate program staff and volunteer dynamics when issues arise (conflict resolution training and support will be provided)
- Coordinate and track volunteer trainings so volunteers grow and learn desired skills
- Thank volunteers often; lead recognition efforts and celebrations
- Partner with full Development Team to steward volunteers as ongoing supporters, advocates, and potential donors

#### ***Service Project Coordination-***

- Work closely with the Facilities Manager to identify projects that would make engaging and mutually-beneficial service projects for business, religious, and service club groups
- In coordination with the Facilities Manager, ensure all supplies needed for service projects are procured and on site for each project, including snacks and water
- Welcome and orient group to Jackson Street as an organization, making sure they understand the larger positive impact of their time and efforts on runaway & homeless youth in our community
- Be present on site for the project duration, making sure volunteers are engaged and busy, helping troubleshoot, answering questions, building relationships, and saying thank you often and helping with clean-up after projects
- Follow-up with thank you letters and/or provide photos to Communication & Events Coordinator for posts to social media

*Jackson Street helps youth 24/7/365*

**Youth Ambassador Coordination-**

- Guide program recruitment in coordination with full Development Team and program staff
- Process youth applications and lead ongoing educational opportunities for members to better understand Jackson Street's mission, programming, services, referral processes, etc.
- Host regional meetings monthly, at minimum
- Support the Youth Ambassadors in planning and implementing community or organization service projects, fundraising events, special events, and awareness campaigns in line with Jackson Street's mission using Positive Youth Development model
- Maintain consistent communication with the Program Director and assigned Board Director

**Other-**

- Attend various staff meetings and trainings and maintain a comprehensive understanding of organizational needs and programs
- Attend relevant community meetings and act as a positive spokesperson and advocate for runaway & homeless youth and the organization
- Must be able to perform some physical activities in support of facility maintenance service projects, such as carrying paint supplies, moving tables, etc.
- This position serves a three-county region and it's important to divide time and attention among Linn, Benton, and Lincoln Counties

**Qualifications:**

**Minimum-**

- Bachelor's degree ~~OR~~ Two years' experience with program coordination and implementation AND at least one year experience working with youth and/or families who are runaway, homeless, or in crisis
- Able to pass a criminal history check, have a valid Oregon driver's license, have an acceptable driving record, and maintain auto insurance
- Able to work flexible hours, including some weekends

**Other-**

- Experience working with community partners and social service agencies
- Knowledge and understanding of Positive Youth Development best practices
- Knowledge and understanding of professional standards, ethics, and boundaries
- Ability to work independently and part of a team
- Cultural sensitivity and ability to work with people from diverse backgrounds
- Excellent people, communication, and conflict resolution skills
- Excellent organization skills and attention to details; can successfully complete accurate documentation and administrative tasks
- Preferred applicant is bi-lingual/bi-cultural

**Pay and Benefits:** Salary starts at \$38,293/year. Benefits include paid time off and holidays, medical insurance with substantial employer subsidy, voluntary vision and dental plans, enrollment in Oregon Saves retirement plan, Employee Assistance Program (EAP), and discounted Verizon Wireless personal phone service.