

Cornerstone Community Action Agency

Job Description

JOB TITLE: Volunteer Coordinator

Exempt (Y/N): No
Supervisor: RSVP Director

Introductory period: 180 days
Work Period: Must not exceed 40 hrs/wk

Cornerstone Community Action Agency is committed to a policy of Equal Opportunity Employment (EOE) in its dealings with both employees and applicants for employment. As such, CCAA provides equal opportunity without regard to race, ethnicity, age, religion, sex, sexual orientation, national origin, disability, status as a veteran, or any other characteristic protected by law except when such characteristic is a bona fide occupational qualification.

CCAA Vision Statement

To build thriving and self-sufficient communities by creating equal opportunities for all individuals and families.

CCAA Mission Statement

A Community in Action, Empowering People, Changing Lives, and Offering Hope to Achieve Self-Sufficiency.

SUMMARY: To coordinate the Retired and Senior Volunteer Program (RSVP) and Volunteer Income Tax Assistance Program (VITA) for CCAA. To provide leadership in planning, designing, implementing and evaluating program systems and in representing the agency throughout the service area. Ensure compliance with federal regulations and CCAA Policies and Procedures.

This position assists in the fulfillment of the agency's mission by creating an opportunity to empower people, change lives, and offer hope to achieve self-sufficiency for each individual and family we serve.

ESSENTIAL DUTIES AND RESPONSIBILITIES. The Volunteer Coordinator will:

	Exceeds	Meets	Improvement Needed	N/A too soon to rate
1. Develops recruitment strategies to acquire volunteers to operate the program.				
2. Develops and maintains professional relationships with college placement offices as a source to generate volunteers.				
3. Schedule and attend job/career fairs to generate volunteers.				
4. Provide information on company/program operations to potential volunteers.				

5.	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Provide all media (newspapers, radio, websites, social media, etc.) with notices regarding program updates, newsworthy events, and advertising.				
6.				
Write press releases.				
7.				
Develop and distribute all publicity for every production and for program activities. Notices, calendar events, publicity with photographs and general news articles are part of the regular publicity events. Orders all advertising, including posters, flyers or mailers for all productions, and arranges media interviews.				
8.				
Act as a spokesperson for the program with Executive Director approval.				
9.				
Develop, implement, coordinate, promote, and evaluate the program.				
10.				
Assure program contract and regulatory compliance.				
11.				
Investigate and resolve client complaints.				
12.				
Participate in the development and administration of program budget.				
13.				
Prepare and maintain records and reports as needed.				
14.				
Oversee care and maintenance of facilities, equipment, etc.				
15.				
Write grants to develop new funding sources.				
16.				
Must have the ability to establish good working relationships and work harmoniously with others, both as a team and independently.				
17.				
Ensure consistency in service delivery across program areas with attention to inclusive practices and integration of component areas.				
18.				
Participate in development of program interagency agreements and contracts.				
19.				

Establish and maintain relationships and collaborations with community agencies and partners.				
20.	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Attend interagency organizational and planning meetings as appropriate.				
21.				
Participate in professional development activities and organized community events.				
22.				
Participate in the development of collaborations and facility development for future expansion in the number of services, work with funding source representatives.				
23.				
Ensures compliance with program requirements.				
24.				
Adhere to safety discipline and accountability policies and regulations.				
25.				
Other duties may be assigned.				

General Responsibilities The staff member will:

1. Appearance	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Ensure personal appearance, personal hygiene, and dress are appropriate for the day’s activities and comply with dress code.				
2. Reliability				
Ensure he/she can be counted on to carry out assigned responsibilities independently.				
3. Safety				
Safely and properly use, maintain and operate all equipment for carrying out duties.				
4. Punctuality				
Employee observes regularly scheduled work hours.				
5. Compliance				
Employee follows Agency policies, procedures, and established regulations				

describes his/her job performance.

E-Exceeds. Results clearly exceed position requirements on a regular basis. Performance is of high quality and is achieved on a consistent basis.

M-Meets Expectation. Competent & dependable performance level. Meets the performance standards and objectives of the job without constant follow-up/direction.

I-Improvement Needed. Employee does not meet performance objectives on a regular basis and has difficulty following through with tasks. Requires constant follow-up and/or supervision.

N/A-Not Applicable or too soon to rate.

Qualification Requirement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

Must be 18 years old or older. 1) High School Diploma, or GED; and at least two years of college or 2) High School Diploma, or GED, with at least three years of experience in program management, advertising, recruiting, and/or public relations. Must be knowledgeable of the social, emotional, physical needs of low-income families, must have experience working with low-income families and the general public and be able to relate to families and to understand their needs and concerns. Excellent oral, written communication skills, including group presentations. Good diagnostic, troubleshooting, and problem solving skills. Experience in the administration of agency or entity relative to assignment. Additional skills for compliance include: Research skills, reporting research results, analyzing data, coordination, and audit skills.

Language Skills

Must have ability to read and interpret documents such as Agency policies and procedures, program outlines and regulations, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Ability to speak effectively before groups of people, employees, or community organizations. Ability to provide training on regulations, policies, and procedures. Must be able to utilize the telephone to verbally communicate in an effective professional manner with the general public, agency clients, vendors and staff.

Reasoning Ability

Must have ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have ability to deal with problems involving several concrete variables in standardized situations.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Other Skills and Abilities

Ability to operate a personal computer, e-mail, word processing and accounting software. Must operate fax machines, calculators, typewriters, copier, and other office machines.

Physical Demands

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit long periods of time and use hands and fingers to gather information, write, fax, data entry, telephone, keep his/hers working office clean and orderly. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception, and the ability to adjust focus. Specific hearing and speaking abilities required by this job include listening to and talking to the general public, agency clients, vendors, and staff. Sustained concentration and attention to detail and accuracy, along with ability to prioritize a complex workload. The employee must be able to lift or move up to 25 pounds.

**This form reflects the general details considered necessary to describe the essential function of the job identified and shall not be considered as a detailed description of all the work requirements that may be inherent to the job.*

Failure to comply with Personnel policies, job responsibilities, functions, and safety policies, can result in disciplinary actions up to and including termination.

This is an "At Will" employment and nothing contained herein is intended to create any contractual rights between Employer and Employee. Employee may be terminated at any time with or without cause.

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

EMPLOYEE RECEIPT OF JOB DESCRIPTION

This job description is not intended to be all inclusive. CCAA reserves the right to revise or change job duties. This job description does not constitute a written or implied contract of employment.

I have read and understand this job description. I certify that I am able to perform the requirements of this job description. I have a received a copy of this document.

Employee SIGNATURE

Date of Signature

Employee PRINTED NAME

This portion to be completed at time of performance evaluation

Accomplishments/Recognition since last review

Specific areas of needed improvement/action items

Recommendations for professional development (seminars, trainings, schooling, licenses, etc.)
Head Start Employees must complete a professional development plan.

Supervisor/Manager Comments

Employee Comments

Supervisor SIGNATURE: _____ Date: _____