

## **VOLUNTEER COORDINATOR**

- I. General Position Description: The Volunteer Coordinator will work from the SAFE Project office at 319 S. Lincoln Street. The Volunteer Coordinator will be primarily responsible for recruiting, training and retaining a corps of 25-30 volunteers to help staff SAFE's 24-hour hotline and complete other projects as necessary. In addition, the Volunteer Coordinator will be responsible for providing direct services and advocacy to survivors of stalking, intimate partner, family and sexual violence. The Volunteer Coordinator will report directly to the SAFE Project Executive Director.
- II. Direct Services/Advocacy (50% ~ 20 hours/week)
  - Primarily responsible for providing direct services to non-shelter residents;
  - Coordinate crisis intervention and referrals for survivors of stalking, intimate partner, family and sexual violence;
  - Assist individuals with completing Family Violence Protection Orders, Stalking Orders, Sexual Assault Protection Orders, Victims Compensation and other forms and applications;
  - Accompany survivors to court, the hospital, and other agencies;
  - Assist survivors during office hours Monday-Friday 8 a.m. – 4 p.m., by appointment outside of office hours, at special events or community presentations and while on-call;
  - Carry 24-hour hotline phone one night per week, one weekend per six weeks, and on holidays as necessary;
  - Be responsible for arming and disarming SAFE Project's alarm system and responding to emergencies as necessary.
- II. Education/Training (25% ~ 10 hours/week)
  - Primary staff person responsible for 40-hour volunteer advocate training. Organize agenda and materials, schedule speakers, and coordinate with staff. Training sessions will be held three times per year;
  - Develop, maintain, and support advocate base, including planning an annual recognition event;
  - Conduct in-depth back-up training for experienced advocates as necessary;
  - Plan and facilitate regularly scheduled in-service training for volunteer advocates to help meet the 10-hour ongoing training requirement, requesting assistance from staff and outside speakers as needed;
  - Prepare and maintain monthly hotline schedule for volunteer advocates and staff;
  - Continuously engage and update volunteers through use of social media, print, email and/or any other means requesting assistance from staff as needed;
  - Develop and oversee media materials; information booths and outreach promoting the volunteer program in conjunction with the Outreach and Prevention Coordinator and Housing and Community Relations Coordinator;
  - Provide adult education programs/outreach in the areas of SAFE Project services, intimate partner violence, sexual assault, stalking, child and elder abuse as necessary in conjunction with the Outreach Coordinator;

- Collaborate with the Wyoming Coalition Against Domestic Violence and Sexual Assault (WCADVSA) on the SAFE Men program as outlined in the CYEM grant through WCADVSA.
- Organize legal and other pertinent annual training.



# SAFE Project

- III. Administration/Professional Development (25% ~ 10 hours/week)
- Use Microsoft Office software including Word, Excel, PowerPoint, Publisher and Outlook proficiently to create and modify office documents;
  - Maintain complete and accurate files on interactions with survivors by using the cloud-based Apricot database;
  - Create and maintain complete and accurate volunteer files, track hours for hotline advocates, non-hotline volunteers and community service volunteers using the Apricot database. Compile all volunteer data for reports to granting agencies;
  - Responsible for training and oversight of volunteers, including group service and community service volunteers. Present problems and concerns with volunteers to the Executive Director;
  - Responsible to training and oversight of interns. Present problems and concerns with interns to the Executive Director;
  - Maintain confidential client information and all necessary intake and referral paperwork in each of three on-call hotline bags and ensure hotline phones are charged and ready for use;
  - Point of contact for annual Domestic Violence Counts Census. Responsible for submission of annual report;
  - Maintain donation spreadsheet for all monetary and in-kind donations and send form follow-up acknowledgements;
  - Maintain, update and assign tasks from the volunteer/intern project list in conjunction with staff;
  - Attend conferences and staff development seminars to stay informed of issues related to the job.
  - Assume other duties as directed by the Executive Director.

- V. Qualifications
- Associate's or Bachelor's degree in Communication, Social Work, Women's Studies or other related field OR a combination of relevant experience and education preferred;
  - Ability and willingness to complete 40-hour advocate training;
  - Excellent communication skills, both written and oral;
  - Excellent public speaking skills;
  - Proficient use of Microsoft Office Software;
  - Team player;
  - Experience working with diverse populations preferred;
  - Ability to work independently with limited supervision;
  - Ability to work some evenings and weekends;
  - Valid driver's license, clean driving record, and access to reliable transportation;
  - Must successfully complete a criminal background check.