



## Volunteer Coordinator

*The mission of Project Sanctuary is to prevent domestic violence and sexual assault in Mendocino County through advocacy, crisis response, community collaboration, education, and shelter.*

### Qualifications:

Education: High School Diploma  
Hours: 20-40 hours per week  
Salary: Grade A  
Location: Mendocino County (Ukiah or Fort Bragg, CA)

*Project Sanctuary is an equal opportunity employer and does not discriminate against any employee or applicant for employment on the basis of race, color, religion, national origin, sex, disability, age or sexual orientation.*

### DEFINITION

Under direction, to plan, manage, develop, and supervise community outreach and volunteer recruitment activities; to screen, monitor, and assign volunteers; to ensure proper volunteer training; to plan and ensure proper crisis line coverage; to support volunteers on their overnight crisis line shifts to develop and maintain records of volunteer efforts and activities; and to do related work as required.

### REPORTS TO

Director of Client Services or Director of Coast Services (depending on location)

### CLASSIFICATIONS SUPERVISED

Directly Supervises: Volunteers

Indirectly Supervises: This position does not have indirect supervisory responsibilities

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES AND RESPONSIBILITIES** *(The following is generally representative of the duties and responsibilities of this job classification. It is not a complete description of all possible job assignments, nor is it restrictive as to job assignments and responsibilities which may be required of an incumbent.)*

Plans, develops, manages, and coordinates community outreach efforts and the recruitment, selection, training, and placement of volunteers; develops and conducts volunteer orientation and training sessions; assesses volunteer skills and backgrounds, recommending placement within the organization; holds regular volunteer meetings to maintain open communications; serves as a liaison between volunteers and other Project Sanctuary staff; plans and organizes crisis-line coverage and assigns volunteers to crisis-line responsibilities; develops and conducts community presentations; networks with community organizations and attends community agency meetings; serves as a crisis intervention counselor, providing support and counseling, as needed; develops and maintains information and records regarding volunteers activities and functions.

**TYPICAL PHYSICAL REQUIREMENTS** *(These are typical requirements, but the Project Sanctuary will discuss and make reasonable accommodations for job candidates and incumbents with disabilities.)*

Sit for extended periods; frequently stand and walk; stoop, kneel, and crouch to pick-up and or move objects; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; use of office equipment including computer, telephone, calculator, copier, and fax.

### **TYPICAL WORKING CONDITIONS**

Work is normally performed in a variety of environments in the community and Project Sanctuary facilities; frequent contact and communications with other staff, the public, and representatives of other agencies; work hours may be variable and outside of the normal (8:00 AM – 5:00PM) workday in order to meet the management requirements of the position. Examples of duties that can arise outside of the normal workday hours include but are not limited to; being available for additional support volunteers may need during their overnight crisis line shifts and responding to in-person crisis counselor requests.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Service and program requirements and needs of persons experiencing sexual abuse and domestic violence.
- Community organizations that provide social services and support.
- Principles and practices of management, supervision, and training.
- Problems and issues impacting community service agencies.
- Recruitment, selection, and assessment of volunteers.
- Individual and group counseling methods and techniques.
- Long-range planning and service development.

#### **Ability to:**

- Plan, organize, manage, coordinate, and supervise the volunteer recruitment, selection, and placement efforts of Project Sanctuary.
- Coordinate 80-hour certified crisis counseling training for volunteer recruits one to three times a year.
- Plan and organize monthly crisis line coverage calendar.
- Develop and implement policies to facilitate volunteer contributions to Project Sanctuary.
- Understand the needs of people who have experienced domestic violence and/or sexual abuse.
- Work with and counsel clients from a variety of socio-economic and ethnic backgrounds.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare and maintain clear, accurate, and concise records and reports.
- Communicate well during public presentations.
- Effectively represent Project Sanctuary's policies, programs, and services with Agency staff, the public, community organizations, and other government agencies.
- Establish and maintain cooperative working relationships.