

Sarah's Inn is a community-based non-profit organization whose mission is to improve the lives of those affected by domestic violence and to break the cycle of violence for future generations.

Looking for a great nonprofit organization with a strong community presence? You have found the right place at Sarah's Inn. Work with an organization that prioritizes staff development and work-life balance. Join our team of caring, knowledgeable, and passionate professionals who are dedicated to the mission of ending domestic violence.

Sarah's Inn offers competitive pay and benefits, including a flexible one-day per week remote work day, paid time off (25 days of vacation and sick time), 10 paid holidays per year, a Flexible Spending Account, a retirement plan, and robust health insurance plans (90% covered by the agency for individual coverage, 30% covered by agency for spouse/family coverage). The agency also provides a \$35.00 monthly cell/tech reimbursement and mileage/parking reimbursement. 100% agency paid short-term and long-term disability and a \$35,000 life insurance policy. Voluntary dental, vision and additional life insurance plans available.

Job Title: Volunteer and In-Kind Coordinator

Department: Training & Education

Reports To: Training & Education Program Supervisor

Status: Exempt/Full-time

Salary: \$46,000 - \$50,000/annually

Position Summary: The Volunteer and In-Kind Coordinator is responsible for ensuring a thriving volunteer program, planning and implementing client events, managing the agency's in-kind donations, and supporting trainings, outreach, and other Training and Education activities. The successful candidate will have relevant experience in program development, public speaking, as well as familiarity with and/or experience working with survivors. The Volunteer and In-Kind Coordinator reports to the Training & Education Supervisor and will also work closely with other teams, including with Development, Program Staff, community volunteers (crisis line volunteers, Board of Directors & Associate Board of Directors, committee members, etc.), and agency leadership (Executive Director, Directors).

Essential Duties and Responsibilities: If invited for an interview, a full job description will be provided.

- With the assistance of the Training and Education Program Supervisor, develop and implement the annual volunteer and in-kind donation program plan for the agency.
 - Effectively recruit, screen, train, place and supervise volunteers across the agency for both direct and indirect service volunteer positions.
 - Manage and update Better Impact with volunteer profiles, events, and regular schedule crisis line shifts
 - Effectively update and edit Volunteer Crisis Line Calendar on Google Calendar from Better Impact
 - Update and share out weekly Volunteer Newsletter with information with events, trainings, and updates for volunteers
 - Identify and implement volunteer projects based on the agency's needs.
 - Provide ongoing development opportunities for volunteers through regular volunteer meetings, trainings, and volunteer recognition.
 - Maintain accurate volunteer records reflecting screening procedures, skills training, hours of service, etc.
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- Ensure volunteer management best practices across the agency and train staff as necessary.
- Ensure effective communication between on-call staff, Intervention staff, and volunteers concerning emerging client needs that may arise on the crisis line.
- In collaboration with the Client Event Planning Committee, plan and implement all client events throughout the year.
- Manage the agency's in-kind donations. Ensure proper tracking and acknowledgement in the donor database.
- Coordinate with Intervention Staff and Development to meet client needs with donations. Develop and maintain relationships with partner organizations and donors.
- As part of Domestic Violence Awareness/ Action Month (October), organize and lead volunteer projects, including participation in the Oak Park Farmers Market Bake Sale and distributing outreach materials. Support other DVAM activities throughout the month as needed.
- Provide support for Teen Dating Violence Awareness/ Action Month (February) activities as needed.
- Support the Training and Education team with the implementation of the 40-Hour DVA Training.
- Support community outreach activities.
- Other duties as assigned.

Participate in the on-call rotation for crisis line in order to support crisis line volunteers and clients (if exempt/full-time).

- Provide back-up support using the on-call phone for the crisis line off hours (evenings, nights, and weekends) for a week-long shift. Position could have up to 4 week-long shifts a year.
- Ensure support of volunteers who are on the line. Providing coverage if needed, answering questions, providing guidance, and taking over when clients are in need of support only staff can approve (hotel stays, transportation, food, etc.).
- Texting shift reminders to the volunteers who are scheduled.
- When on-call, responsible for responding to text line requests. The text line is directly linked to the oncall phone.
- Provide prompt feedback about concerns or successes during the on-call shift to the volunteers directly as the Volunteer and In-Kind Coordinator and address the feedback of other staff.
- Responsible for understanding and implementing the on-call and financial assistance procedures including awareness of technology used and troubleshooting as needed.

Qualifications:

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/or Experience:

- BA degree and/or equivalent experience preferred.
 - Minimum two years of experience in program development, implementation and evaluation.
 - Experience in volunteer recruitment, training, coordination and retention.
 - Experience providing services to victims of Domestic Violence/Sexual Assault preferred.
 - Fluency in Spanish, oral and written, preferred.
 - Completion of the Domestic Violence Advocacy Training (DVAT) preferred.
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Knowledge and Skills:

- Exceptional interpersonal skills. Ability to develop and maintain positive working relationships with a wide variety of people including but not limited to: board members, staff, volunteers, interns, government officials, community partners, and organizational donors.
- Excellent communication, organizational and writing skills.
- Demonstrated public speaking and training skills.
- Ability to problem-solve and make decisions individually and/or within a team.
- Ability to use sound judgment and supervision skills to support volunteers around crisis situations that arise, including supporting volunteers around their own responses and triggers and developing skills so that volunteers are able to be successful in their roles.
- Ability to prioritize, handle a variety of tasks and be self-directed.
- Commitment to and experience in working with people from diverse cultural, ethnic, and socioeconomic backgrounds and lifestyles.
- Ability to work with technology (e.g. apps, online databases) that assist with tracking inventory, donor information, and the volunteer program.
- Ability to work various shifts, including evening and weekend hours.
- Valid driver's license, current insurance and reliable car.

Success Factors/Job Competencies:

- Integrity & Ethics – models Organization's Vision, Mission & Values
- Collaboration & Teamwork – embraces an inclusive workplace
- Innovation/Continuous Improvement – finds innovative ways of executing work
- Job Knowledge/Technical Expertise – demonstrates a clear understanding of and executes roles and responsibilities
- Time Management/Productivity/Accountability – manages time and resources effectively
- Problem Solving/Decision Making – demonstrates proper judgment, problem solving and decision making
- Communication – effectively communicates
- Colleague Development - provides guidance, encouragement and feedback to subordinates for professional growth

Physical demands and work environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Performance Standards:

- Annual performance evaluation
- Attainment of annual goals established between supervisor and employee

Approval/revision date: December 27, 2024
