

VOLUNTEER COORDINATOR//CLIENT ADVOCATE

1. Direct Services

- Regularly scheduled crisis line shift, in-house advocacy shift, and staff-on-call shift.
- Substitute for other staff as needed and as schedule permits.
- Counseling with individual clients.

2. Coordination

- Recruit volunteers for crisis line, undergraduate internships, and/or special projects.
- Organize and present three to five volunteer trainings per year. Screen volunteers, attend training sessions, schedule guest speakers, facilitate discussion, and conduct exit interviews.
- Prepare and revise Volunteer Manual. Keep referral packet information current.
- Schedule the 24-hour crisis line shifts by contacting volunteers and staff.
- Distribute schedules to staff and volunteers. Update, coordinate, and troubleshoot Telephone Answering Service.
- Maintain up-to-date rosters of volunteers. This includes crisis line volunteers and advocates.
- Record all volunteer hours monthly and collect volunteer statistics for monthly and annual reporting.
- Plan volunteer activities, including gatherings, additional trainings, and recognition give-aways or activities.
- Coordinate volunteer issues with all volunteers in all sub-programs.
- Coordinate and supervise indirect services volunteer groups.

3. Training and Supervision

- Correspond and contact with colleges regarding progress of interns.
- Supervise undergraduate interns.
- Read, sort, and record contact sheets from volunteers' crisis line calls.
- Respond to volunteer questions.
- Produce electronic monthly volunteer newsletter.

4. Statistics/Administrative Documentation

- Statistical documentation of crisis line, advocacy, staff-on-call, and individual counseling sessions as required.
- Assist with agency reporting of statistical information.

5. Community Liaison/Education

- Attend meetings as representative of VOH

7. Agency Citizenship

- Attend staff meeting, case review, and coordinators meetings.
- Abide by policies and procedures of VOH.
- Other duties as assigned.

8. Special Projects

- Read and keep informed on new information or changes in the community on the issues of domestic violence, sexual assault, incest, and volunteerism.

This position reports to the Program Services Director