

Voices of Hope

Job Title: VOLUNTEER COORDINATOR/CLIENT ADVOCATE

Reports to: Program Services Director

Positions Supervised: Volunteers as assigned

Status: Full-time, salary, exempt

1. Direct Services

- Regularly scheduled crisis line shifts, in-house advocacy shifts, and staff-on-call shifts.
- Substitute for other staff as needed and as schedule permits.

2. Coordination

- Recruit volunteers for crisis line, internships, and/or special projects.
- Organize and present three to five volunteer trainings per year including screening volunteers, scheduling guest speakers, facilitating discussion, and conducting exit interviews.
- Prepare and revise Volunteer Manual and keep referral packet information current.
- Schedule and distribute the 24-hour crisis line shifts to volunteers and staff.
- Coordinate and troubleshoot with the Telephone Answering Service.
- Maintain up-to-date crisis line roster including volunteers and staff.
- Record all volunteer hours monthly and collect volunteer statistics, success stories and narratives for monthly and annual reporting.
- Plan volunteer activities, including gatherings, additional trainings, and recognition giveaways or activities.
- Coordinate volunteer issues with all volunteers in all sub-programs.
- Coordinate and supervise indirect service volunteer groups.

3. Training and Supervision

- Coordinate intern applications, interviews, and supervision with staff.
- Read, sort, and record contact sheets from volunteers' crisis line calls.
- Respond to volunteer questions and provide on-going communication regarding client concerns.
- Provide support, guidance and additional training to volunteers as necessary.

4. Statistics/Administrative Documentation

- Maintain volunteer files including keeping all background checks up to date.
- Statistical documentation of crisis line, advocacy, staff-on-call, and individual sessions as required.
- Assist with agency reporting of statistical information.

5. Community Liaison/Education

- Attend meetings as representative of VOH.
- Communicate with universities and other internship programs about our internship opportunities/training dates.

6. Agency Citizenship

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

7. 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.

QUALIFICATION: The ideal candidate will have a bachelor's degree in social work, counseling, criminal justice or a related field or equivalent experience. The candidate must also have experience working with relationship violence and sexual assault, experience organizing, facilitating and coordinating training and volunteer programming, as well as clear communication skills.

TO APPLY: Submit a cover letter, resume, and three references to: Voices of Hope, 2545 N St., Lincoln, NE 68510. ATTN: Volunteer Coordinator Selection Committee. Applications will be reviewed on **June 4th, 2021**. Position will be opened until filled.