



## JOB POSTING

<b>JOB TITLE:</b>	Volunteer Coordinator		
<b>PROJECT:</b>	Idaho Suicide Prevention Hotline		
<b>LOCATION:</b>	Boise, ID		
<b>STATUS/HOURS:</b>	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<u>40</u> Hours per week
<b>FLSA STATUS:</b>	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt		
<b>EEOC CLASSIFICATION:</b>	<input type="checkbox"/> Off & Mgr <input type="checkbox"/> Prof <input checked="" type="checkbox"/> Admin Serv <input type="checkbox"/> Service Wrkr <input type="checkbox"/> Tech		
<b>PAY:</b>	\$15.00 - \$17.50		
<b>REPORTS TO:</b>	Program Director		
<b>POSTING DATES:</b>	December 19, 2017 thru January 7, 2018		

### POSITION SUMMARY:

The Volunteer Coordinator is responsible for managing the Hotline's formal volunteer program. This position ensures that a well-supported cadre of volunteers is available and ready to respond to calls during all hours of volunteer staffed Hotline operations, and another comprised of non-phone worker volunteers tasked with outreach, and representing the hotline at various community events. The Volunteer Coordinator conducts volunteer recruitment, information sessions for interested persons, volunteer applicant screening, and scheduling of Hotline volunteer related events. The Volunteer Coordinator also serves as lead in volunteer scheduling and volunteer recognition and retention.

The Volunteer Coordinator schedule will be 40 hours per week, with some evening and weekend hours required for special events and/or volunteer training weeks.

### DUTIES AND RESPONSIBILITIES:

#### *Hotline Specific Responsibilities:*

- Work collaboratively, and maintain robust, regular communication with all ISPH staff.
- Successfully complete the standard ISPH 50+ hour volunteer phone responder training, which includes a 2- day Applied Suicide Intervention Skill Training (ASIST).
- Work one volunteer phone responder shift per week.
- Work closely with hotline staff to develop and support opportunities for hotline student internships, work study, service learning and continuing education.
- Capture and report quarterly data related to volunteer hours served, as well as phone response related performance data. Continually track hotline need for additional volunteer recruitment and training, both initial and ongoing. Provide reports as needed for volunteers to gain academic credit.

#### *Volunteer Recruiting, Training and Coordination:*

- Develop collaborative supportive, collegial relationships with hotline volunteers.
- Establish productive relationships with volunteer recruitment sources, funders and stakeholders.
- Prepare and disseminate effective volunteer recruitment materials. Ensure web and social media accounts are updated with recruitment and training information and schedules. Write and disseminate press releases related to volunteer recruitment.
- Coordinate informational sessions for persons interested in volunteering for the Hotline.
- Review applications of persons interested in being a Hotline volunteer.

- Schedule screening interviews with applicants and check references.
- Ensure that volunteer applicant criminal background checks are completed.
- Collaborate with other Jannus programs in recruiting and recognizing volunteers as applicable.
- Schedule approved volunteer candidates for phone responder training and apprenticeship.
- Schedule volunteers who complete training and apprenticeship for hotline shifts.
- In collaboration with Phone Room Supervisory Staff, follow-up with volunteers who miss shifts; coordinate and manage a schedule of back-up volunteers; ensure sufficient volunteer coverage on holidays.
- Develop, sustain and promote volunteer support and self-care resources and their utilization. Ensure broad awareness within ISPH of these resources.
- Conduct formal volunteer recognition events, as well as ongoing informal acknowledgement of volunteers' contributions.
- Generate reports on volunteer hours worked, and constructively engage non-phone worker volunteers, linking them with tasks needed to support hotline operations and outreach efforts.
- Regular and predictable attendance in the hotline offices is an essential function of this job.

#### **OTHER RESPONSIBILITIES:**

- Perform backup supervisor responsibilities if needed and qualified.
- Assist and support outreach and fundraising efforts.

#### **QUALIFICATION REQUIREMENTS:**

- Demonstrated ability to build effective professional working relationships with volunteers, community partners and staff;
- Ability to resolve conflicts constructively;
- Believe in and practice accountability, transparency and continuous improvement;
- Proven successful experience managing multiple tasks, analyzing information and working as a member of a team;
- Strong attention to detail and organizational skills required;
- Ability to focus on detailed responsibilities such as volunteer scheduling and report preparation;
- Strong organizational experience;
- Strong written and verbal communication skills;
- Ability to prepare professional outreach materials; ability to prepare and deliver professional talks to small groups;
- Proficient in Microsoft Office Suite;
- Experience working with or comfort learning data bases required. Experience with ICarol a plus;
- Experience maintaining websites preferred;
- Willingness to be trained as a phone room responder;
- Able to follow volunteer Phone Room Responder processes and procedures;
- At least two years of supervised and evaluated experience in coordinating a formal volunteer program;
- Able to work flexible and occasional evening and weekend hours;
- Ability to pass a criminal history background check;
- Have access to a vehicle and ability to provide proof of state required liability insurance.

#### **EDUCATION:**

Bachelor's degree in related health and human services field, and experience in volunteer management and/or crisis service delivery required.

**CERTIFICATIONS:**

None required.

**WORKING CONDITIONS:**

Works in general office environment and community event venues where outreach for volunteer recruiting takes place.

**PHYSICAL REQUIREMENTS:**

Must be able to tolerate varied weather conditions when traveling to conferences and meetings. Sitting, standing, walking, driving, repeated hand and wrist motions (for use of computers, phones, and other office equipment) are required. Must be able to lift 30 pounds.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.*

**TO APPLY:**

Complete the required Jannus Employment Application available at [www.jannus.org](http://www.jannus.org) and send with your cover letter and resume to [info@jannus.org](mailto:info@jannus.org). Or fax to 208.331.0267 or mail or deliver to 1607 W Jefferson St., Boise, ID 83702.

*Jannus, Inc. is an Affirmative Action / Equal Employment Opportunity Employer*

Jannus, Inc. shall abide by the requirements of 41 CFR sections 60-1.4(a)(7), 60-300.5(a) and (d), 60-741.5(a) and (d), and 29 C.F.R. Part 471, Appendix A to Subpart A, if applicable. These regulations prohibit discrimination against qualified individuals including on the basis of race, color, religion, age, gender, pregnancy, national origin, mental or physical disability, genetic information, sexual orientation or gender identity, veteran status or disability, military status, or any status protected by federal, state or local law and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment women, minorities, qualified protected veterans, and individuals with disabilities.

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