

HELP CENTER, INC. JOB DESCRIPTION

PROGRAM:	Sack's Thrift Stores	UPDATED/REVISED: March 2016
POSITION:	Store Volunteer Coordinator	
BENEFITS:	For ½ time or more: prorated sick leave from date of hire, vacation retroactive after six-month probation, prorated contribution toward health insurance after a month.	

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

- 2-4 years progressively responsible experience in employment environments geared toward non-profit utilization, development, management, etc.
- Experience managing or overseeing volunteers or staff.
- Excellent oral and written communication skills
- Ability to multi-task, but also delegate when necessary
- Current valid driver's license and a clean, insurable driving record

PRERFERRED QUALIFICATIONS

- Bachelor's degree in a related field
- Skill in public relations, marketing and advertising, volunteer management
- Skill in crisis management
- Experience or familiarity with community outreach procedures
- Ability to assist in preparing budget for VC position

OVERVIEW OF VOLUNTEER COORDINATOR POSITION

The Volunteer Coordinator (VC) is responsible for the management and continued development of a structured and sustainable volunteer program that will benefit the Help Center and Sacks Thrift stores. The Coordinator will create a yearly plan that includes guidelines regarding needs assessment, recruitment and sustainability.

Additionally, the VC will oversee and manage volunteer recruitment and placement. This includes developing, implementing, and overseeing volunteer orientation and training. The VC position also involves developing a full understanding of all store operation, especially the donations processing and clothes hanging systems at both Sacks stores. The VC will work with staff to ensure all new volunteers have a warm welcome and a clear understanding of Help Center programs and the Sacks' Stores policies and procedures for all departments. This calls for continuously updating a Volunteer Orientation Training Manual for both volunteers and staff.

The VC is also responsible for other duties, including, but not limited to assisting in daily store operations when deemed appropriate. The position reports to the Help Center, Inc. Executive Directors. The VC will assist in the following responsibilities: advertising/marketing/public relations; community outreach and representation of the Sacks stores and Help Center, Inc. The VC is expected to be aware of agency wide budgets, and to attend regular store meetings. Since the stores operate as modified cooperatives without a manager, the VC position is designed help to provide a liaison between the agency and the stores.

PRIMARY RESPONSIBILITIES and OBJECTIVES

1. **Volunteer Recruitment and Training:** 4 community outreaches per month, alternating communities and specific groups (schools, service clubs, churches, fairs, etc.). 6 volunteer group trainings per year. The VC may solicit help for presentations, outreaches, or volunteer training from active volunteers or store staff. However, the primary responsibility for recruitment and training rests with the VC.
2. **Volunteer Supervision:** Individual supportive supervision of each volunteer at least once a month (rotating between stores). An annual evaluation and planning for growth with each volunteer.
3. **Documentation:** Monthly report of outreaches, volunteer data (number of recruits, where recruited, reason for volunteering, length of stay, reason for leaving, number of volunteer hours at each store); Annual Report including a yearly plan and an accounting of all outreaches, number of recruits, number of volunteers active at each store and their total volunteer hours.
4. **Volunteer Recognition:** Quarterly stores-wide recognition of volunteer achievements (anniversaries, special abilities, activities or projects). These may take a variety of forms: a cake or other treat, a chart, cards or small gifts, a newsletter, etc.
5. **Volunteer Scheduling:** Maintaining a volunteer schedule that encourages volunteer participation in both stores and warm acceptance by all staff.

SECONDARY RESPONSIBILITIES and OBJECTIVES

1. **Store Operations:** Must acquire and demonstrate knowledge of all departments and operations in both stores (donations processing, merchandise display, cash register etc.).
2. **Staff Meetings:** VC attends store staff meetings and participates in discussions in order to promote cooperation between the two stores, acceptance and appreciation of volunteers, resolution of problems (particularly any problems involving or pertaining to volunteers). VC might also occasionally serve to carry or clarify information from the agency to the stores (benefits, special events, etc.)
3. **Participation in Store Operations:** The VC should participate actively as a staff member, possibly taking total responsibility for running one store for 3 to 5 hours each month on an alternating basis.