



Title: Volunteer & Facility Specialist
Reports To: Facility Manager
FSLA Status: Non-Exempt Part Time
Prepared Date: March 2025
Revision Date: March 2025
Scheduled Time: Part Time (20-30 hours per week depending on need), primarily during the week with occasional evenings/weekends

Christine Ann Domestic Abuse Services, Inc is an equal employment opportunity employer

Summary:

The Volunteer & Facility Specialist is responsible for overseeing all aspects of the volunteer program and co-managing in-kind donations. Key duties include recruiting, vetting, and retaining volunteers for one-time, short-term, and long term volunteer projects as well as organizing volunteer recognition and project opportunities. The Volunteer & Facility Specialist will develop strong communication and collaboration with all agency teams/team members to meet agency goals. Responsibilities also include managing the volunteer calendar, volunteer onboarding process, and ongoing training and communication with volunteers. Additionally, the Volunteer & Facility Specialist will work with Facility Manager to coordinate in-kind donations, assess agency needs, maintain inventory and assist with cleanliness standards for the facility. The role involves supporting agency fundraising events and facility management tasks.

Essential Duties and Responsibilities:

Volunteers:

- Oversee all aspects of the volunteer program, including recruitment, documentation, vetting (background and reference checks), retainment, recognition, project opportunities, communications, statistics, and continuous improvement – create, draft and maintain overarching job descriptions of volunteer duties.
- Network and develop strong community relationships and foster a positive image and deepen partnerships within the community to recruit one-time volunteer groups.
- Positively and energetically represent the agency at volunteer recruitment fairs and community events.
- Collaborate with Christine Ann team members to identify the goals and needs of the agency to foster a culture of teamwork and collaboration; implement strong communication plans to fulfill volunteer needs.
- Update and manage volunteer calendar
- Manage and maintain a robust, engaging and empowering onboarding process for incoming volunteers.
 - Complete needed documentation prior to onboarding
 - Welcome and orientation of all new volunteers
 - Manage the onboarding and on-job training process to establish consistency and volunteer/Board member success within the agency
 - Provide continuing education opportunities for volunteers
 - Keep volunteers up to date with communication through monthly volunteer e-newsletter
- Maintain volunteer tracking for funding purposes and collaborate on monthly numbers and reporting.



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- Assist in fulfilling the volunteer recruitment needs and directing volunteers night of agency fundraising events
 - Men Who Cook (February)
 - Purse Bingo (September)
 - Dine Out Against Domestic Abuse (October)
 - Take Back the Night Oshkosh (October)
 - Take Back the Night Green Lake (October)
- Collaborate with Development Team on implementation of volunteer appreciation event each year to celebrate key agency volunteers and donors
- Support awareness table-tops and booths for the agency.
- Work alongside Facility Manager in leading one-time volunteer groups for cleaning, organizing, and other short term project needs
- The volunteer Specialist is backup for any volunteer roles and responsibilities.

In-Kind Donations:

- Coordinate with community partners for Holiday Program Gift Card Drive & Giving Trees
 - Assessing agency donation needs, creating ornaments with donation needs, communicating with community partners to host giving trees (October-December)
- Communicate with community donors regarding current agency needs of in-kind donations.
- Update and manage donation drop off calendar
- Work with Facility Manager to assess inventory monthly and send urgent needs to Development team for website and social media updates.
- Manage and update in-kind spreadsheet tracker and send coordinating thank you letters to donors

This position will assist Facility Manager with general facility and cleaning needs for 36,000 sq ft building with 22 residential apartments.

This position description describes the general nature and level of work and should not be interpreted as all-inclusive. The employee may be required to perform other job-related duties. Responsibilities are subject to change by the employer as the needs and requirements of the position change.

QUALIFICATIONS

The Volunteer Coordinator requires a majority combination of the following:
Education and Experience



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- Associates degree from an accredited college or university preferred.
- A minimum of one year's work experience in volunteer coordination preferred.
- Demonstrates ability in volunteer supervision and the recruitment and retention of volunteers.

Skills and Requirements

- Knowledge and understanding of issues and dynamics within domestic violence preferred; but training will be provided
- Ability to deal effectively with volunteers, including performance concerns.
- Exceptional communication skills, with the ability to convey information in a timely, open, and clear manner.
- Reliable transportation.
- Knowledge of and ability to effectively use computers, software, and other technology tools.
- Ability to establish and maintain effective working relationships with others.

Key Characteristics (Standard for every position in the organization).

- Is mission-driven and values-based.
- Demonstrates a growth mindset and a commitment to lifelong learning.
- Uphold a commitment to equity, while striving to be anti-racist and respectful of cultural differences with all stakeholders.
- Contribute to a purpose-driven culture characterized by trust, inclusion, belonging, autonomy, and learning.

Working Conditions

Work will primarily occur in a climate-controlled environment with minimal potential for safety or health hazards. This position may include flexible working schedule, subject to supervisory approval. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

Physical Demands include:

- Must be able to remain in a stationary position for extended periods of time.
- Must be able to move independently indoors.
- Must be able to operate a computer and other office productivity equipment, such as a phone and photocopier.
- Must be able to communicate efficiently and effectively.
- Must be able to quickly detect safety concerns.
- Highly organized - self-motivated with strong attention to detail
- Independently enter and move within buildings – walk staircases many times per day
- Lift and move supplies and donations-approximately 25 pounds
- Hold a valid driver's license, have access to a reliable vehicle and adequate insurance is required.



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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.



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Acknowledgement:

This job description describes the general nature and skills/experience required of this position. The "Duties and Responsibilities" describe those functions considered essential to the position. This description does not state or imply that these are the only duties and responsibilities assigned to the position. Employees may be required to perform other position-related duties as requested by their supervisor or the Executive Director. All requirements are subject to change at the discretion of the Executive Director.

I have read and understand all the above position description. I have reviewed the duties I am responsible for, as well as the minimum requirements for this position, with my supervisor. I understand that this document does not create an employment contract between myself and Christine Ann Domestic Abuse Services, Inc. I also understand that I may at any time terminate my employment relationship with Christine Ann Domestic Abuse Services, Inc., and conversely I understand that Christine Ann Domestic Abuse Services, Inc. is an at will employer.

Employee's Signature

Date

Supervisor's Signature

Date