



Family Promise of Spokane

# Volunteer Coordinator Internship

Last Updated: 1/1/2020

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**OVERVIEW:** Family Promise is looking for a highly organized, professional and compassionate person to steward one of our most important resources: our large volunteer base. A formidable candidate will be motivated by a passion to equip the community to end the cycle of homelessness as well as model high levels of personal integrity, self-direction and kind engagement with those who they don't know.

## POSITION DUTIES

- Serve as the point person for individual volunteers, volunteer groups or specific events
- Manage FPS presence and volunteer opportunity postings on volunteer recruitment websites such as Volunteer Spokane, Handshake, Justserve.org, and university websites
- Represent Family Promise at community groups and college fairs through education and recruitment
- Process online volunteer applications, background checks and sex offender registry checks to ensure safety of Family Promise guests
- Conduct volunteer orientations to train volunteers on Family Promise policies (confidentiality and volunteer expectations)
- Record all volunteer information in files and in volunteer tracking database
- Give tours to interested volunteers
- Plan and lead volunteer group projects
- Build processes and connections for volunteer recruitment and management.
- Participate in "Volunteer Care" - conduct check-in phone calls with volunteers, help organize volunteer appreciation events, and look to build relationships with volunteers to better support them

## SKILLS

- Competent using Google Suite (Google Docs, Google Sheets, Gmail)
- Excellent written and verbal communication skills
- Appreciated but not required: previous experience coordinating groups, projects or the like

**QUALIFICATIONS** - A formidable candidate will:

- Uphold a high standard of confidentiality & organization
- Work independently with volunteers and staff
- Be punctual and prepared
- Be comfortable with public speaking and “faking it till you make it” if you are uncertain of specific answers
- Take initiative to learn new things

**STRUCTURE:** A Volunteer Coordinator directly with our Volunteer Manager and other interns in the department. Most assigned tasks and projects are completed in the main office, with various projects off-site as able. Interns work 10 hours each week and will have a weekly check-in with the Volunteer Manager to receive direction and professional development.