



VOLUNTEER COORDINATOR

The Volunteer Coordinator is responsible for communicating with volunteers prior to their arrival, manage the family database for their county and collect all necessary documentation among other things. This position is ideal for someone who is extremely organized and can balance database management with strong customer service.

Key Responsibilities:

The key responsibilities for Volunteer Coordinators are:

1. Manage pre-trip communication with volunteer groups
2. Manage Evening Programming
3. Communicate and collect necessary paperwork for Johnson City departments
4. Manage and collect necessary documentation for ASPire
5. Recruit potential summer staffers
6. Upkeep and trouble-shoot technology
7. Collect and organize photos of each worksite; post them to Facebook and upload them into Google Drive

The standard for the expected performance of every Volunteer Coordinator is defined by the following outcomes and will determine how a Volunteer Coordinator is evaluated on his/her performance.

Volunteer Coordinators are expected to **manage pre-trip communication with volunteers** so that...

- All contact people are contacted by assigned deadlines.
- Volunteer Coordinators will be able to gather information about groups' needs and experience (in regards to both construction and with ASP).
- All information (including dietary needs, special concerns) is relayed in a timely manner to the rest of the staff.
- Contact people:
 1. are made aware of the types of projects and skill level needs,
 2. know to bring special tools, materials, donations,
 3. are able to share center, county or project concerns with their volunteers and Group Leaders
- Staff will be able to make construction or program changes to better accommodate the needs of the volunteers.
- Facebook is updated on a weekly basis with both written and photographic documentation.

Volunteer Coordinators are expected to **manage Evening Programming** so that...

- Programming is reviewed immediately and improvements are implemented before the next week of volunteers.
- Programming is organized and prepared ahead of time so that it can begin on time and run smoothly.
- Volunteers are solicited for feedback throughout the week, and staff responds in a timely and appropriate manner.

Volunteer Coordinators are expected to **communicate and collect necessary paperwork for Johnson City departments** so that...

- Communication with departments is regular and consistent and responses to requests for information by members of the Johnson City staff are initiated within 24 hours.
- ASP Headquarters is provided with the necessary amount of publication-worthy and properly labeled photos by weekly deadline.
- Volunteer Department receives all paperwork to department's standard by the weekly deadline, which includes, but is not limited to:
 1. Weekly checklist
 2. All release forms (Medical and Activities)
 3. All volunteer surveys and evaluations
 4. Volunteer number verification form
 5. Injury reports

Volunteer Coordinators are expected to **manage and collect necessary documentation for ASPire** so that...

- All information (including written documentation, photos, scanned documents, and GPS coordinates) is entered during Set-Up Week, updated on a weekly basis throughout the summer, and complete by the end of Wrap Up.

- Requests for additional information made by the Advancement Department, Program Manager, or any Johnson City staff are initiated within 24 hours.
- All ASPIRE and Philanthropy photo requirements are met for each home worked on throughout the summer.
- All written documentation of homes worked on is recorded to proper specifications as outlined during staff training.

Volunteer Coordinators are expected to **recruit volunteers for the summer staff position** so that...

- Potential applicants are excited about the summer staff position and seriously consider completing the application process.
- Talented individuals (who might not initially show interest) are actively approached by staff and encouraged to learn more about the position.
- Potential applicants gain an accurate picture of the staff job through participation in open staff meetings, conversations with staff and the opportunity to go on runs.
- The list of potential staffers is accurately updated weekly and can be used in the fall for future communications.

Volunteer Coordinators are expected to **upkeep and troubleshoot technology** so that...

- The copy/scan/printer machine is fully operational.
- Center staff can communicate regularly with JC office and volunteers.
- Service calls for all down equipment are placed no later than the end of the business day.
- Email is checked every day and all information is given to the correct person.
- All communication can be properly received (voicemail, email, etc.) at all times.
- Budget is utilized to allow for properly functioning devices.
- The center's digital camera is always working and available for use (for taking photos and uploading to the laptop).
- Any additional technology (including flash drives, card readers and GPS systems) is fully functional.

Volunteer Coordinators are expected to **collect and organize photos of each worksite; post them to Facebook and upload them to the appropriate location** so that...

- The projects that are completed each week are documented by photos taken by the staff.
- Photos are being placed in the appropriate folder assigned at training.
- A select number of photos are uploaded to Facebook weekly, allowing volunteers to follow the progress of their project.
- Before and after photos are being taken of each project by the staff.