

Operation Nightwatch Job Description

JOB TITLE:	VOLUNTEER COORDINATOR
REPORTS TO:	Development Director
WORK HOURS:	Full time, M-F - day hours with frequent hours in the evening and weekend
SALARY:	Hourly DOE \$23.25 - \$24.50

JOB SUMMARY

This position provides support to the program of Nightwatch, serving poor and homeless people, in a way that is consistent with our Christian foundation, with emphasis on fairness, honesty, dignity and respect by:

Recruiting and screening volunteers to help support short-term and long-term programmatic needs. Working with staff to identify volunteer opportunities and coordinating schedules for such opportunities. Educating volunteers on the mission of Nightwatch and how the specific volunteer tasks fit into the overall operations. Matching volunteers' skills, availability and motivations to program needs. Training volunteers in the duties and requirements needed to fulfill specific volunteer tasks, in coordination with the programs.

ESSENTIAL JOB FUNCTIONS:

Recruiting and screening volunteers

1. Establish volunteer program as the go-to volunteer opportunity throughout the King County service area.
 - a. Work with community groups, churches, Nightwatch supporters and ministries to find volunteers as well as developing alternative strategies for finding volunteers.
 - b. Hold monthly volunteer open house to recruit and engage with potential volunteers.
2. Act as primary contact for potential volunteers, including inquiry, intake, questions, and any other issues related to volunteering.
 - a. Assists prospective volunteers with application process, as appropriate. Evaluate volunteers' skills, availability and desires and matches with program needs.
3. Work with program staff to identify and prioritize volunteer roles and responsibilities.
4. Ensure that new volunteers understand the requirements of specific volunteer tasks, check-in procedures, and receive orientation to the programs and tasks.
5. Represents all Nightwatch programs at volunteer fairs, church events and other outreach opportunities.

Provide ongoing support to volunteers and build an understanding of the Nightwatch mission

1. Educate volunteers on the mission of Nightwatch and how the specific volunteer tasks fit into the overall operations.
2. Build relationships with the volunteers to encourage long-term engagement with the organization, help foster a deeper awareness of the agency's role in the community.
3. Foster an environment of open communication with all volunteers, especially key volunteer (meal team coordinators, agencies, team captains, etc.).
4. Communicate with volunteer base to ensure awareness of significant events in collaboration with Development staff and potential new volunteer opportunities.
5. Work in concert with the Development Director to develop ways to recognize volunteers and their efforts, including, but not limited to, notes, gifts, events.
6. Utilize social media to communicate with volunteers and celebrate agency accomplishments, under the direction of the Development Director.

7. Provide support and back-up for Kitchen Manager and kitchen volunteers as needed.
 - a. Primary scheduler for all kitchen volunteers.
 - b. Ensure any changes to the schedule are communicated timely to dispatch staff and Kitchen Manager.
 - c. Notify Kitchen Manager of any gaps in cooking coverage and ensure there is a plan to provide a meal 365 days a year.
 - d. Communicate to kitchen volunteers any needed updates/changes.
 - e. Be proactive in communication with volunteers regarding scheduling, defrosting food, on-site supplies/food.
8. Work alongside volunteers as needed.
 - a. Be available to meet volunteers/donors on-site. Seek assistance from other staff when needed.

Administrative

1. Serve as the point of contact for all food program compliance and reporting.
 - a. Serve as the Certified Food Protection Manager (CFPM).
2. Maintain the Volunteer Manual, in collaboration with program and administrative staff.
3. Maintain all volunteer records, including applications, sign-in logs, and the database in Salesforce.
4. Produce volunteer-related reports from Salesforce, as needed, for staff and Board use.
5. Attend staff meetings and trainings as directed.
6. Perform other related duties as required.

ESSENTIAL JOB QUALIFICATIONS:

1. **Experience:** Minimum 1-year experience with volunteer recruitment, coordination and supervision preferred. Demonstrated ability to recruit and retain volunteers, and/or the ability to learn volunteer management quickly and effectively.
2. **Faith:** Holds a personal Christian faith or are able to work in harmony/concert with our Christian mission.. Demonstrated comfort speaking and engaging with Churches and the faith community.
3. **Licensure/certification:** Possession of or ability to obtain a valid food handler’s permit. Valid driver's license.
4. **Other Qualifications:** Ability to work collaboratively in a chaotic environment. Experience with Salesforce preferred, but not required. Excellent communication skills and the ability to communicate effectively and kindly with persons of varied backgrounds that might be differently-abled. Candidate must pass a WA State Patrol background check.

Physical Requirements:

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| • Standing/walking: | Frequently | Sitting: | Constantly |
| • Lift/Carry | Frequently | Push/Pull | Occasionally |
| • Climbing | Rarely | Bending/twisting | Occasionally |

ORGANIZATIONAL BENEFITS –

- **Paid Time Off:** Annually 9 paid holidays, 80 hours vacation, 96 hours sick leave – prorated based on hours worked
- **Health Care:** Regence Blue Shield Platinum Group Plan; employee premium paid 100% by organization
 - Medical, Dental, Pharmacy, Vision
- **Flexible Work Schedule/Work from Home:** 1-day per week
- **Retirement:** After 2 years of employment Employer matches up to 3% of employee contribution in a Simple IRA

To apply send resume and cover letter to Jobs@seattlenightwatch.org