Job Description – Illinois Volunteer & Outreach Coordinator

Hired by: Executive Director

Reports to: IL Program Director

Full Time:

# General Role Description

Primarily responsible for recruitment, training, engagement, onboarding and supervision of direct service volunteers in our Illinois service area and coordinating the volunteer on-call schedules. This position is also responsible for the recruitment of non-direct service volunteers (event, GSA, etc.) and will oversee the planning and implementation of outreach strategies.

# Duties and Responsibilities

**Volunteer Coordination:**

* Recruit, review applicants, interview, and make recommendations of new volunteers to the program director. Complete background and reference checks and other onboarding duties.
* Develop and maintain a recruitment system for volunteer advocates; Coordinate and maintain a monthly volunteer on-call calendar.
* Schedule, and assist in providingvolunteer training in accordance with standards and requirements of ICASA, and ICADV/IDHS/ICDVP.
* Coordinate and participate in bi-monthly volunteer in-service trainings, maintain accurate volunteer files, agendas and sign in sheets as required by funders,
* Review, annually the volunteer training manual and resources. Revise, edit and update the volunteer manual, handbook, resources and other materials to stay current with issues of sexual violence, domestic violence, gender-based violence, advocacy and other topics directly related to volunteer and volunteer services.
* Perform annual evaluations and/or assessment of each direct service volunteer.
* Attend volunteer events including recruitment events, college campus events, and other events to publicize the volunteer program; work in partnership with other staff members, other victim service providers and community professionals to offer and provide volunteer trainings, service opportunities and recruitment efforts.
* Work in partnership with the program director to ensure a successful volunteer program across the service area.

**Outreach:**

* Create and Maintain a calendar of outreach activities, including community events, workshops, appearances, and other communication opportunities.
* Organize, attend and present at business, community, and neighborhood group meetings.
* Provide professional training and awareness programming to local groups and businesses.
* Meet regularly with direct service staff on outreach initiatives.

**Other Duties:**

* Answer crisis and business line, and provide crisis counseling/intervention, make necessary referrals, and/or connect the caller to the appropriate staff member or other professional. Provide telephone support to all Riverview Center offices to ensure the best customer service to all callers.
* Participate in on-call on a rotating basis. Availability to respond in-person to hospitals, police stations, and other 24-hour facilities to provide support, advocacy, and crisis counseling/intervention
* Attend professional trainings as requested; maintain annual continuing education per ICASA/ICADV/IDHS/ICDVP standards.
* Support center and agency fundraising activities.
* Perform other duties as may be assigned by the Program Director and Executive Director in keeping with the purpose of Riverview Center.

**Requirements**

* Bachelor's Degree in psychology, social work, criminal justice preferred,
* Ability to work a flexible schedule, with evening/weekend hours as needed to respond reasonably to the needs of clients and volunteers in the region.
* Knowledge of sexual assault issues and of the criminal justice system.
* Completion of 60-hour training in domestic violence and sexual assault/abuse field to meet legal requirements for confidentiality.
* ICDVP Certified, within one year of hire
* Ability to maintain accurate client records.
* Excellent interpersonal, written and verbal communication skills.
* Ability to work both independently and as part of a team.
* Must have valid driver’s license and insured transportation with the ability to travel as needed.
* Commitment to the philosophy and program of Riverview Center, which includes helping to create a society free from violence.

**Work Environment**

When applicable and appropriate, consideration will be given to reasonable accommodations.

Mental: Clear and conceptual thinking ability; excellent judgment and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines.

Physical: Computer keyboarding, travel as required

Auditory/Visual: Hearing, vision and talking

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read the job description of the **Volunteer /Outreach Coordinator** and understood the responsibilities of this position.

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Employee

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Executive Director

Approved 12/15