

senior volunteer & outreach coordinator

position:

Senior Volunteer & Outreach Coordinator

date posted:

10/10/2022

reports to:

Human Resources Manager

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supports:

Volunteers in Shelter | Development | Clinic

Spokane Humane Society (SHS) is an animal welfare non-profit agency with our vision supported only by donations from the community. The Senior Volunteer Coordinator will be a professional with skills to plan, develop, and implement volunteer activities as assigned by the SHS. This individual will be compassionate, dependable, and eager to support the vision of the SHS. This individual is a professional and has a calm demeanor, and exercises sound judgment during times of high workload, rapid pace of work, emotionally charged situations and during all interactions with the public, staff and volunteers.

Overall Support Volunteer Opportunities for SHS by:

- Collaboration with the Marketing Department for recruitment and retention of volunteers
- Participate in annual budget for volunteers
- Thank you notes to all volunteers
- Manage the volunteer CRM and include all volunteers by interests, hours provided, and communication of upcoming needs for the agency
- Enter data in electronic database in a timely and accurate manner
- Provides clear expectations and addresses concerns of programs, stakeholders, and volunteers with excellent written and verbal communication
- Adhere to all SHS volunteer handbook guidelines and retain signed copies of the handbook for each volunteer
- Review, update, and issue an annual volunteer handbook for all current and new volunteers
- Communicate in a timely manner with volunteers
- Role model professionalism and mutual respect during all interactions with volunteers
- Report and document any concerns or complications to the Shelter Management Team in a timely and accurate manner
- Attend scheduled training sessions pertinent to role
- Commitment to working two weekends per month, attend and support special events, and provide lead support to community adoption events
- Ensure that supplies/equipment used for the manner intended, adequate inventories maintained, and order new and/or replacement supplies/equipment in a timely manner
- Coordinates the flow of incoming volunteers, including processing and updating volunteer applications, and assisting with orientations
- Plans and coordinates regular continuing education and advanced training opportunities for volunteers

Shelter Volunteers (50%):

- Supervision of the shelter volunteers and ensuring the safety of community teams from 1 to 20 as they volunteer and relaying animal safety and handling procedures and policies that support the vision of SHS
- Work alongside with members of the shelter department and at times in collaboration with external educational projects
- Lead and train volunteers in the shelter in embracing the role as a volunteer mentor, animal welfare (walking, bathing, socializing)
- Ensure that volunteers participate in a collaborative, team centered manner
- Provide motivation, recognition, and encouragement to all assigned volunteers

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Shelter Volunteers (50%):

- Provide, teach, and guide volunteers on scheduling solutions
- Provide guidance, feedback, and information on approved SHS volunteer social media applications
- Respond to general program and scheduling questions from participants and the public via telephone, email or in person
- Observe and give regular feedback about volunteer capabilities and training needs to support shelter operations
- Be able to work with animals of varying size and temperament on an occasional basis, handling individual animals in a safe, caring, and respectful manner
- Coach shelter personnel in the integration of volunteers within shelter programs and departments
- Provide ongoing training for all volunteers regarding policies and shelter programs. Be able to understand and implement WAC/RCW, and restrictions set forth by SHS Liability Insurance for the agency
- Able to review set volunteer budget, and able to stay within the set number for the year

Outreach (20%):

- Commitment to working two weekends per month, attend and support fundraising events
- Provide lead support to community adoption events (goal of twelve per year)
- Able to maintain marketing, adoption event display, and recruit volunteers for outreach events
- Willing and able to drive the SHS Hope Express to adoption events

Facility Volunteers (10%):

- Lead larger-scale ground maintenance projects on SHS property
- Foster and maintain relationships with community partners
- Coordinate with Facilities Department on grounds work needs, needed supplies, and developing work plans for volunteer teams to accomplish
- Recruit group volunteers for facility projects to support the over maintenance of the agency

Development Volunteers (10%):

- Recruit volunteers for the development department on their upcoming projects to support their efforts with recruitment of volunteers
- Connect group volunteers to opportunities to support the development department

Clinic Volunteers (10%):

- Recruit volunteers for the clinic on their upcoming projects to support operations in medical needs of animals.
- Connect group volunteers to the clinic team for opportunities to support their operations department.

Qualifications and Position Requirements:

- Bachelor's degree preferred or equivalent experience and/or demonstrated success in coordinating groups of humans
- Ability to be initiative-taking and disciplined
- Ability to use SHS volunteer platform to extract data. Ability to develop volunteer strategies for projects and events. Ability to stay abreast of new developments in the business community, the animal welfare and care movement and the philanthropic sector.
- Demonstrated department management knowledge and abilities to include knowledge of budgeting principles and procedures, decision-making techniques, and problem solving/situational leadership models. Ability to train and effectively direct the activities of volunteers.
- Able to lift 100 lbs.

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Qualifications and Position Requirements:

- Paid vacation, holiday, and sick time
- Healthcare, Dental, and Vision
- 100% employer paid health insurance
- Simple IRA
- Employee Assistance Program
- Basic Veterinary Care services after successful six months of employment

This job description is not a contract-management reserves the right to change its contents at any time. This organization is an “at-will” employer and is an equal opportunity employer. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate because of race, color, religion, national origin, age, disability, sex, or sexual orientation.

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