

# Volunteer & Outreach Coordinator

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## Primary Job Purpose:

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.

## Responsibilities:

The Spokane Humane Society Volunteer & Outreach Coordinator is responsible for providing volunteer opportunities to a diverse range of community members. As the Volunteer Coordinator you are accountable for providing volunteer support to the operations set forth by the leadership team.

## 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 software 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.

Send weekly messaging to volunteers via email, social media and internally.

## Shelter Volunteers:

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.

# Volunteer & Outreach Coordinator

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, managing 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:**

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:**

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 overall maintenance of the agency.

## **Development Volunteers:**

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:**

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.

## **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.

# Volunteer & Outreach Coordinator

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.

Effectively communicate with people.

Able to lift 50lbs.

## **Benefits:**

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

**Job Type:** Full-time

**Salary:** \$17.00 - \$22.00 per hour

## **Benefits:**

Dental insurance

Health insurance

Paid time off

Vision insurance

## **Schedule:**

8 hour shift

Weekends as needed

## **Ability to commute/relocate:**

Spokane, WA 99217: Reliably commute or planning to relocate before starting work (Preferred)

## **Education:**

Associate (Preferred)

## **Experience:**

Volunteer Recruiters & Coordinators: 1 year (Preferred)

**Microsoft Word:** 1 year (Preferred)

## **License/Certification:**

**Driver's License** (Preferred)

**Work Location:** In person