

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Volunteer & Internship Coordinator

Reports To: Program Director

Position Summary: The Volunteer & Internship Coordinator is responsible for the coordination of all aspects of Cleveland Rape Crisis Center's (CRCC) volunteer and internship programs, including recruitment, training, program and agency needs assessment, placement, retention, recognition and evaluation of volunteers and interns. The Volunteer & Internship Coordinator develops and maintains internal and external partnerships for recruitment and tracks data to ensure that success metrics are met. The Volunteer & Internship Coordinator plays a vital role in maintaining and utilizing volunteers and interns in direct and non-direct service capacities, as needed; in CRCC's 4 county service area.

Principal Duties and Responsibilities:

- Process all volunteer and internship applications and update records
- Recruit, screen and place applicants for volunteer/internship work
- Work closely with Directors and Chief's to understand program needs, and develop volunteer and internship opportunities for all programs across the organization
- Develop job descriptions for regular volunteer and internship opportunities
- Develop "ad hoc" volunteer opportunities and make program match
- Work with Community Engagement team to advertise volunteer/internship opportunities; post job descriptions on website as needed
- Keep volunteer database up-to-date and accurate
- Plan and participate in volunteer orientations and trainings (initial and ongoing)
- Organize and participate in volunteer recognition programs and special event
- Conduct annual performance reviews of volunteers
- Oversee quality assurance evaluations for volunteers and interns
- Confer with volunteers and work with the Program Manager to resolve grievances and promote cooperation and interest
- Work proactively with staff to provide training and assistance to the volunteers

RECRUITMENT:

- Host and attend recruiting events within the community to attract a diverse and qualified pool of volunteers and interns
- Develop and maintain relationships with other volunteer organizations within the area

- Develop and maintain relationships with local colleges and universities to recruit a diverse and qualified pool of interns
- Identify community outreach opportunities such as fairs, festivals, local markets and organizations

RETENTION

- Implement best practices for volunteer retention
- Create and distribute various communications
- Author Quarterly newsletter
- Facilitate distribution of information relevant to volunteers
- Maintain schedule of opportunities

EVALUATION

- Evaluate all aspects of volunteer programs to ensure effectiveness and recommend/implement changes as appropriate
- Assist in identifying programmatic needs and communicates them to leadership team

RECOGNITION

- Organize volunteer appreciation events and other recognition efforts

ADDITIONAL RESPONSIBILITIES:

- Attend and participate in departmental, organization-wide and other meetings, and trainings
- Act in the best interest of the organization, reflecting the values of teamwork, collaboration, trauma informed best practices and mutual respect
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Document and update volunteer policies and procedures
- Perform other duties as needed or directed

Qualifications:

- Possess superior interpersonal skills, with the ability to deliver exceptional customer service to a diverse group of constituents (i.e. volunteers, community partners)
- Completed or working toward a college degree, preferably in a related field (e.g., Education, Non-Profit Management, Volunteer Management, and Program Management). CRCC values work experience and will consider applicants with 3 years of experience managing or coordinating volunteers, interns or programs.
- Previous internship or related experience either as a volunteer or managing volunteers is a plus

- Must be computer literate (working knowledge of word processing, PowerPoint, Excel)
- Ability to effectively communicate, both written and oral
- Ability to multi-task; detail-oriented and organized
- Ability to work a flexible schedule (some evenings and weekends are required);

This is a full time position (40-hours a week) requiring flexible hours (some evenings, PRN weekends) of work.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.