Job Title: Volunteer Specialist – AmeriCorps Member  
Department: Admin  
Reports to: Director of Communication  
Date: 08/03/2020

<table>
<thead>
<tr>
<th>Job Code:</th>
<th>Type of position:</th>
</tr>
</thead>
</table>
| WC Code: | □ Part-time  
 □ Intern  
 □ Full-time  
 □ Full-time - AmeriCorps |

AmeriCorps requires a minimum of 35 hrs/week  
Position Details:  
□ Individual Contributor  
□ Supervisor/Manager (direct reports)

### JOB SUMMARY

The volunteer specialist will provide support and work closely with the volunteer coordinator and serve as a point of contact for people who are interested in volunteering for the Homeless Alliance. The specialist must be friendly, energetic, organized, demonstrate excellent written and verbal communication skills, be comfortable in the Day Shelter environment and working with people of different backgrounds, have proficient computer skills, demonstrate good problem solving skills and attention to detail, and be willing to learn about the complex issue of homelessness in order to answer questions and educate volunteers. This is an AmeriCorps funded position and adheres to all AmeriCorps requirements.

### RESPONSIBILITIES

- Work closely with the director of communication and the volunteer coordinator to further develop the volunteer program at the Homeless Alliance. This includes developing additional systems and structures to grow the administrative capacity, strengthening existing volunteer positions to provide better service to clients, developing new volunteer positions to fill unmet needs, improving the volunteer experience, and developing stronger relationships with volunteers.
- Assist the volunteer coordinator with responding to volunteer inquiries, providing details, scheduling, and collecting necessary waivers.
- Help maintain the volunteer database and calendar and provide support with developing new database processes and procedures as needed.
- Develop new volunteer positions as needed and identify opportunities to improve existing positions.
- Coordinate special volunteer requests and group activities.
- Provide volunteer orientation. In addition to volunteer training, this may include tours of the campus and answering general questions about homelessness.
- Coordinate and oversee volunteers during volunteer shifts.
- Provide support with volunteer appreciation which includes calls, writing and sending thank you notes, and assisting with the development and implementation of a volunteer appreciation program.
- Work to develop and strengthen relationships with volunteers, identify ways to improve the volunteer experience, and track and improve volunteer retention.
- Work with the volunteer coordinator to develop a system to collect and analyze feedback from volunteers.
- Work with the director of communication to develop and distribute regular volunteer updates.
- Work with the director of communication to develop a plan to recruit volunteers as needed.
- Coordinate volunteers to assist with in-kind donation intake, sorting, organization, pick-up, and delivery.
- Provide staff support for the Fresh Start art program including coordinating and communicating with program volunteers.

### REQUIREMENTS

- Dedicated to end homelessness in Oklahoma City with a sense of urgency.
- Strong writing, reading, listening, and verbal communications skills.
- Possess well-developed decision making skills.
- Demonstrate attention to detail with a high level of accuracy.
- Ability to maintain a professional, customer service-oriented attitude at all times.
- Ability to excel in a diverse, collaborative team environment.
- Possess a high level of interpersonal skills to handle sensitive and confidential Homeless Alliance, client, donor, volunteer, and employee information and situations.
- Ability to multi-task and remain calm in demanding and unpredictable situations. Ability to adapt and shift plans as needed.
- Possess ability to understand various Homeless Alliance operations and procedures.
- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.; able to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Ability to work and communicate with staff, volunteers, clients, vendors, community agencies, etc. to meet their needs in a polite, courteous, and cooperative manner, yet be appropriately assertive as situations may demand.
- Demonstrate awareness of the community, businesses and organizations in it, and the ability to network and maintain community relationships.
- Display a high level of initiative, effort, and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Applicant must have proficient computer skills.

To be eligible to serve as an AmeriCorps Member, an individual must:

- Be a U.S. Citizen or U.S. national or lawful permanent resident alien of the United States (individuals who are in the United States under a student, work, or tourist visa are not eligible to become an AmeriCorps member)
- Be at least 18 years old
- Have a high school diploma or GED or agree in writing to obtain one while serving.

**LICENSES AND CERTIFICATIONS**

- Valid Oklahoma driver’s license & proof of insurance

**HOURS, SALARY AND EXPERIENCE**

- Normal operating hours are 8:30 a.m. to 4 p.m. Monday through Friday. Some early morning, evening, or weekend hours will be required.
- AmeriCorps Member must complete 1,700 hours of service within one year. Member should anticipate averaging 35 hours per week.
- AmeriCorps members will receive a living allowance of $867.31 bi-weekly (gross pay) designed to help members meet necessary living expenses. The member will receive an education award of $6,195 to pay for current educational expenses at qualified institutions of higher education or to repay qualified student loans upon successful completion of their service year.
- Preference given to people with or working toward a degree in communication, public relations, business, nonprofit management or related field.
- Proficient computer skills; experienced with Microsoft Office (Word, Excel), Outlook, Internet; experience with customer relationship management software or databases preferred.

**PHYSICAL REQUIREMENTS**

While performing duties of this job, the employee is regularly required to sit and work at a computer for long periods of time in an office environment. This position requires a person to be able to lift/move weight up to 30 lbs., easily move around a large campus quickly, and occasionally work outside during volunteer group projects including in the heat. Employee is also required to accept incoming calls and must be able to hear and speak. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision
adequate for the incumbent to perform the responsibilities and functions of the job efficiently. Must have the manual dexterity to operate and use a computer. Incumbent must be able to drive in all weather and road conditions. The noise level is quiet to moderate; non-smoking environment.

**Work Environment**

The employee will work in an office and public, service-delivery environment. Hectic situations can occur in the public area of the facility characteristic to working with the homeless community and the related concerns and situations related to homeless conditions. Potential exists for volatile and unpredictable situations to occur. May experience exposure to strong odors such as soiled clothes and poor hygiene.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

This is a grant-funded position and is contingent upon the availability of funds.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

*To apply, send cover letter and résumé with three professional references to Kinsey Crocker at kcrocker@homelessalliance.org*