



## Job Opening at Solid Ground

**Job Title:** Volunteer Coordinator

**Supervisor:** Volunteer Services Manager

**Status:** Non-Exempt

**Department:** Resource Development

**Union Affiliation:** OPEIU (dues will apply)

**FTE:** 1.0

**Salary Grade:** 25

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Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration, and social justice approach to supporting people to build well-being so that they can fully contribute to society, now and into the future. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency, and to encourage staff to fully engage in those activities.

**Job Summary:** The Volunteer Coordinator serves as the central point of contact for agency volunteer efforts and is responsible for coordinating overall strategy to generate volunteer assistance for programs and initiatives of Solid Ground including support of the Retired and Senior Volunteer Program (RSVP), and support for Solid Ground staff in the utilization, management and recognition of volunteers placed throughout the agency. The duties of the position include:

### Essential Responsibilities, Duties and Tasks:

**50%** As the central point of contact for groups and individuals interested in volunteering at Solid Ground - coordinate overall volunteer functions within Solid Ground including recruitment, volunteer intake, orientation, management, recognition, and retention.

Recruit Solid Ground volunteers, RSVP volunteers, SHIBA volunteers, board members, corporate volunteers, work study students, and interns. In conjunction with Solid Ground Programs, RSVP, SHIBA, Resource Development and Communications staff, work with social, civic and local organizations to strengthen relationships and develop partnerships. Screen and match potential volunteers to appropriate Solid Ground volunteer opportunities including Solid Ground events. Coordinate volunteers for agency events and service days. Hold regular volunteer orientations, assuring all incoming volunteers have an overall understanding of Solid Ground's mission, vision, values, programs and services, anti-racism initiative, as well as the volunteer intake process, current opportunities, and expectations. Develop and update program information, training materials and orientation evaluations as needed.

Develop and carry out central recognition systems, such as coordinating April Volunteer Month recognition efforts, in addition to assisting programs with ongoing volunteer recognition. Visit

program sites and interact with volunteers getting informal as well as formal feedback on volunteer experience.

- 25%** Provide administrative support, including working with the Program Assistant, records maintenance, data input, and database mapping to assure collection of all needed data. Run standard and custom reports, work with program staff to maintain database integrity and efficiencies. Work with the Donor Database & Resource Development Operations Manager to update user database manuals and train others on specific responsibilities, features, permissions, and use. Act as back-up support for data entry needs. Update Solid Ground website and other volunteer recruitment resources, such as corporate websites on a regular basis. Respond to all inquiries.
- 10%** Provide input and support into developing systems which enhance volunteer programming within Solid Ground. This includes developing and improving volunteer systems, risk management, documenting policies and procedures, training staff on them and monitoring compliance. Assist program staff in creating appropriate job descriptions, volunteer workplan design, management, and the development of support systems.
- 10%** Provide support to the RSVP program by assisting in meeting program recruitment and placement goals, helping to track and support RSVP volunteers at Solid Ground, participating in and supporting recruitment events, service projects and volunteer meetings and providing newsletter support.
- 5%** Participate in program, Department, agency, and Anti-Racism Initiative meetings, committees and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

#### **Education and Experience:**

Requires one of the following:

- (a) Two years of volunteer coordination experience in a social service, community service or related setting; **OR**
- (b) Bachelor's degree and one year of volunteer coordination experience in a social service, community service of related setting; **OR**
- (c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

Also requires:

- Experience supervising volunteers one-on-one and in group settings.
- Experience recruiting, onboarding, and training volunteers.
- Experience producing newsletters or other public relations materials.
- Experience and commitment to working with people from diverse ethnic and social backgrounds, with various lifestyles, sexual orientation, and ages.

#### **Minimum Qualifications:**

- Demonstrated time management and problem-solving skills.
- Ability to make presentations and facilitate meetings.

- Strong written and verbal communication skills.
- Ability to work independently with minimal supervision, and to plan, organize and implement multiple projects simultaneously.
- Ability to build and maintain professional, courteous, and positive relationships with staff, volunteers and other stakeholders.
- Demonstrated proficiency and accuracy in Microsoft Office Suite and CRM database programs such as Virtuous.
- Ability to work a flexible schedule to accommodate volunteer activities, including some evening and weekend work.
- Personal experience as a volunteer.

**Physical Demands/Working Conditions:** This position works performing general office duties. Employees spend 45% of their time working on the computer; 35% of their time answering phone, copying, filing, reports, meetings, and mail at various Solid Ground locations; and 20% cultivating partnerships outside of Solid Ground. Frequent outside meetings or training. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds occasionally, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs not required. Must be able to use personal vehicle on occasion.

**Hours & Compensation:** This is a full time (40 hours per week) union position paying \$24.09 per hour plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

**COVID-19:** Until further notice, Solid Ground will expect employees to have achieved fully vaccinated status against COVID-19. New employees must provide proof of full vaccination status to Human Resources before their start date. Employees who are approved for Medical or Religious exemptions must comply with weekly testing requirements.

**To Apply:** Applicants must complete the Solid Ground application form specific to this position. To find an application online, go to <https://www.solid-ground.org/get-involved/careers/> then click on the Job Title for this position and complete the application. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th Street in Seattle's Wallingford neighborhood.

***Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.***