



DOMESTIC VIOLENCE
Resource Center

The Domestic Violence Resource Center is a northern Nevada non-profit organization that provides free confidential services in an effort to bring an end to family violence in Washoe County. The organization provides individuals and families with a step-by-step path to safer and healthier living through individualized service plans as well as the caring support victims need. The Domestic Violence Resource Center is the area's leading provider of services to those experiencing family violence.

Status: Fulltime – 40 Hours/week, Hourly, Non-Exempt

Compensation: \$17.00 - \$22.40

Position Summary:

The Volunteer Coordinator will lead the Domestic Violence Resource Center's efforts to develop and expand components of the organization's volunteer program. This position is responsible for creating and evaluating volunteer recruitment and trainings. The Volunteer Coordinator will incorporate best practices from the field of recruiting and maintaining volunteers.

Essential Functions:

The following statements are intended to describe the general nature and level of work being performed by incumbents assigned to do this job. They are not intended to be an all-inclusive list of responsibilities, duties and skills required of personnel so classified.

- Works with staff to effectively recruit, retain, motivate and recognize volunteers.
- Attend volunteer recruitment events and create collateral material to recruit volunteers.
- Maintain ongoing communication with current volunteers.
- Provide training opportunities for volunteers throughout the year.
- Organize annual volunteer recognition event/opportunities to recognize volunteers.
- Coordinate scheduling of the Domestic Violence Resource Center's crisis hotline utilizing volunteer support and staff.
- Supervise and train hotline volunteers and serve as back-up when staff/volunteers are unavailable.
- Ensures volunteer records are maintained in an accurate, compliant and confidential manner.
- Work with directors to create policies and procedures for volunteer program.
- Performs other duties as directed.

Knowledge, Skills and Abilities:

- Ability to create and articulate a vision for the Domestic Violence Resource Center's volunteer program.
- Knowledge of community, and proven collaborative partner in community initiatives across a spectrum of human services.
- Excellent interpersonal skills, demonstrated through positive customer service skills, and ability to relate to people of varying ages and backgrounds.
- The ability to take initiative and independently manage the details of the volunteer program, to track volunteers, meet deadlines and evaluate success.
- Demonstrated problem solving and self-starting skills.
- Ability to show flexibility and creativity in response to change and adapt to and accommodate new methods and procedures.
- Detail-oriented and highly organized.
- Effective conflict resolution, particularly relative to working with clients in crisis.
- Disciplined and able to maintain confidentiality.

Minimum Qualifications:

BA or BS in counseling, social work or human services related field, or equivalent professional experience required. Experience working with domestic violence survivors preferred. Valid Driver's License and Insurance preferred. *All Domestic Violence Resource Center employees must sign a confidentiality agreement to protect the privacy of the shelter location and identities of the clients served by the organization.*

Physical Requirements:

1. Must be able to remain in a stationary/seated position at least 50% of the time.
2. Ability to move office supplies/materials weighing up to 20 pounds within office environment.
3. Ability to lift, move and/or transport household items, small pieces of furniture and/or repair materials.

The Domestic Violence Resource Center is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.
