



## **POSITION ANNOUNCEMENT**

# **Volunteer and Intern Staffing Coordinator**

Vera House, Inc. is a human service agency providing comprehensive domestic and sexual violence prevention and intervention services.

The Volunteer & Intern Staffing Coordinator is responsible to engage, source and recruit, develop and retain along with overall relationship management of Agency's volunteers. This position provides direction, coordination, and consultation for all volunteer functions within the Agency to:

- Strengthen programs and services by collecting information on opportunities, skills, and availability
- Involve a community of supporters as described in the duties outlined below
- Identify, develop, and manage talent
- Overall, health and well-being of the volunteer program through assessment, follow up and training

### **RESPONSIBILITIES**

- Provide oversight, program supervision and development, and leadership to the volunteer program to ensure the Agency's services are maintained in accordance with the Agency's mission and goals
- Develop, design, and conduct training and orientation in the skills and knowledge necessary for Vera House volunteers
- Develop, promote, and maintain a wide range of volunteer opportunities within the organization various programs
- Collaborate with Volunteer & Intern Staffing Supervisor as well as other senior leaders throughout the organization to provide volunteers to all programs within the agency
- Collaborate with members of the Advocacy Leadership Team to bring the necessary resources and training for staff development including training on support line and support web chat, Family Offense Petitions, and sexual assault call outs
- Actively follow-up with volunteers as it pertains to the training and resources needed to be successful within agency
- Participate in the development and administration of Agency orientation
- Engage, recruit, interview, and place applicants for volunteer work
- Respond to various 24-hour crisis line and on-call shifts for sexual assault callouts in Onondaga County
- Provide ongoing support and guidance for volunteers
- Create and distribute various communications and publications related to volunteers
- Maintain database consistent with Vera House practices
- Provide functional supervision to interns



- Accountable for assisting with the development and delivery of policy and protocol related to volunteer management
- Represent the Agency to the community, engage and collaborate with community members to ensure consistent and qualified volunteer workforce for the support of Agency's program and services
- Manage difficult and/or emotional volunteer situations and respond promptly to their needs
- Collect, analyze, and report program outputs and outcome data to funding sources as necessary

#### QUALIFICATIONS

- Bachelor's degree in human services related field preferred
- Thorough knowledge of domestic and sexual violence including elder abuse
- Ability to work effectively in a crisis orientated setting with diverse individuals
- Strong planning, organizational, time management and analytical skills
- Strong interpersonal, oral, and written communication skills
- Strong proficiency with Microsoft Office Suite
- Ability to work with as well as maintain a positive working relationship with community partners
- Ability to work in partnership with diverse individuals
- Ability to solve complex problems, demonstrate critical thinking, and work independently
- Ability to adapt to demanding situations and work well under pressure
- Enthusiastic training and facilitation skills
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity and inclusion

#### EXPERIENCE

- One to three years' related job experience
- One-year supervisory experience

Salary range - \$39,000 to \$43,000 per year

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer.

**Interested candidates should submit a resume and cover letter to:**

**Hiring Manager  
Vera House, Inc.  
723 James Street  
Syracuse, NY 13203  
E-mail: [jobs@verahouse.org](mailto:jobs@verahouse.org)  
NO PHONE CALLS PLEASE**