

# Volunteer and Intern Staffing Coordinator

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families-through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

The Volunteer & Intern Coordinator is responsible for overall relationship management of the Agency's volunteers/interns including engaging, recruiting, and developing volunteers. This position provides direction, coordination, and consultation for all volunteer functions within the Agency to:

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

## KEY RESPONSIBILITIES

- Provide oversight, program supervision and development, and leadership to the volunteer and internship program to ensure that 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 and interns.
- Develop, promote, and maintain a wide range of volunteer opportunities within the organization.
- 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 the agency.
- Participate in the development and administration of Agency orientation.
- Engage, recruit, interview, and place applicants for volunteer/intern work.
- Respond to various 24-hour support line and on-call shifts for sexual assault callouts in Onondaga County.
- Provide ongoing support and guidance for volunteers/interns.
- Create and distribute various communications and publications related to volunteers.
- Maintain database consistent with Vera House practices.
- Provide functional supervision to volunteers and interns as needed.

- Accountable for assisting with the development and delivery of policy and protocol related to volunteer management.
- Engage and collaborate with community members to ensure the agency has a consistent and qualified volunteer workforce to support the Agency's program and services.
- Support and resolve 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.
- Cover on-call after hours for volunteer needs.
- Provide some on call support during evenings and weekends.

## **QUALIFICATIONS**

### **Minimum Qualifications:**

- Three to five years related experience in the Human Services field is required
- Strong proficiency with Microsoft Office Suite

### **Preferred Qualifications:**

- Minimum of two-years supervisory experience
- Bachelor's degree in human services or related field

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**