



## Job Description Volunteer Coordinator

**Position Title:** Volunteer Coordinator

**Position Type:** Part time, 25-30 hours/week

**Reports To:** Director of Economic Empowerment

### Organizational Overview

Footsteps supports and affirms individuals and families who have left, or are contemplating leaving, insular ultra-Orthodox Jewish communities in their quest to lead self-determined lives. Through our broad array of programs, critical supports and access to essential resources, Footsteps creates a vibrant community that celebrates the triumphs and advocates for the concerns of our members. We have served 1,500 individuals since our founding in 2003 and we have an annual budget of just over \$3M annually. To learn more visit [www.footstepsorg.org](http://www.footstepsorg.org).

### Position Overview

Footsteps seeks an engaging and organized individual to serve as the organization's first professional **Volunteer Coordinator**. The Volunteer Coordinator will harness the immense energy and goodwill from allies to offer their time and skills to the Footsteps community. This individual will serve as a cultural translator, ensuring that volunteers are familiar with the nuances of Footsteps members' needs and work alongside members to empower them to achieve their goals. The volunteer coordinator will work to ensure that the volunteer experience is beneficial to Footsteps members, the volunteer, and Footsteps as an organization.

### Key Responsibilities:

- Work with program staff to generate appropriate volunteer opportunities based on needs of Footsteps members and the organization
- Respond to volunteer inquiries in a timely manner; communicate organizational needs and capacity professionally, with a frame of gratitude
- Coordinate volunteer application, screening and selection process
- Improve systems for onboarding and training volunteers, ensuring active volunteers are sensitive to Footsteps' culture, norms, and volunteer-member engagement boundaries
- Coordinate with program staff to find best volunteer matches to address members' needs
- Ensure reporting and feedback mechanisms are in place for both volunteers and members who are matched with volunteers; address concerns with volunteers as they arise
- Communicate issues or concerns regarding members to relevant program staff
- Enhance communications systems with current volunteers to keep volunteers updated and engaged; update volunteer program language on website to reflect current needs

- Ensure primary elements of volunteer program are captured in organizational database; document key interactions with volunteers and members
- Work with program staff develop strategies to expose members to volunteers as a resource
- Develop and implement opportunities for volunteer appreciation and recognition
- Identify mechanisms for volunteer leaders to take on leadership roles to enhance the volunteer program
- Collaborate with key staff to tailor volunteer program for donors as well as members who want to give back

**Desired Competencies:**

- Strong written and verbal communication skills
- Excellent interpersonal skills: engaging and warm; adept at listening, responding to, and managing, competing needs and interests; able to offer nuanced feedback
- Non-judgmental character and able to set aside personal beliefs in service to member needs
- Problem solver: able to analyze complex issues and propose solutions
- Detail-oriented with superb organizational skills, keen ability to manage project workflow; comfort juggling multiple tasks in a fast-paced environment
- Congenial, optimistic and collaborative personality with the ability to work effectively in a team-oriented culture and to work independently
- Flexible: comfortable with shifting priorities based on organizational growth and needs
- Takes initiative to make improvements, comfortable offering suggestions as well as asking for feedback and guidance

**Qualifications:**

- Passion for Footsteps mission and values
- Minimum of 3 years relevant professional experience
- Ability to work some evenings and weekends
- Comfort engaging with and exploring new uses of technology to support programs
- Knowledge of Salesforce, a plus
- Personal experience with the Footsteps population and/or individuals undergoing life transition, a plus

**Location:** New York City

**Anticipated Start Date:** August 2019

**Salary:** \$45,000-\$50,000 FTE, benefits eligible at over 20hours/week

**How to Apply**

For immediate consideration, please send your resume and cover letter to [opportunities@footstepsorg.org](mailto:opportunities@footstepsorg.org) and indicate your name and "Volunteer Coordinator" in the subject line. Applications will be reviewed immediately and on a rolling basis.

*We thank you for your interest in career opportunities with Footsteps. Due to high volume, only those candidates selected for an interview will be contacted.*

*Footsteps is an equal opportunity employer. Immigrants, people of color, formerly ultra-Orthodox individuals, LGBTQIA people, people with disabilities, and people who come from poor and working-class backgrounds are strongly encouraged to apply. Footsteps does not discriminate on the basis of race, color, religion, sexual orientation, gender identity or expression, national origin, age, disability, marital or veteran status, or any other legally protected status. We provide competitive salaries and benefits.*