



Central Iowa Shelter & Services Employment Opportunity

Position Title: Volunteer and Donations Coordinator

Classification: Full-Time, Non-Exempt

Office Location: 1420 Mulberry Street, Des Moines, IA 50309

Reports to: Director of Development & Marketing

Travel Requirements: Travel within the community is required

Position is open until filled. Interested candidates should send cover letter, resume, and salary requirements to: jmoller@centraliowashelter.org.

Organization Overview:

Since 1992 Central Iowa Shelter & Services' mission is to provide low-barrier shelter, meals and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency. Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

In September 2012, CISS opened its new facility. The facility grew from 8,000 square feet and 96 beds to 42,000 square feet and 207 beds. It is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); and 38 Project Based Section 8 Voucher efficiency apartments. Along with expanded housing capacity, CISS also provides an on-site health clinic, food pantry, clothing closet, classrooms, and a 30-foot growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a weekly medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits. Programming continues to evolve to meet emerging homeless and community needs.

Position Overview:

The Volunteer and Donations Coordinator is a collaborative member of the Development and Marketing Team with the passion to support the mission, vision and culture of Central Iowa Shelter & Services.

It is the Volunteer and Donations Coordinator's job to cultivate strategic partnerships through community outreach activities. This includes:

- Developing sponsorships/business arrangements and relationships with businesses, individuals, schools and other organizations interested in supporting CISS' general operations, volunteer and program areas.
- Understanding a robust volunteer engagement capability is key to growing a donor base.

Volunteer and Donor Coordinator Core Responsibilities and Duties:

- **Recruiting** - Post volunteer opportunities online or attend job fairs with the hope of meeting new volunteers. Interview potential volunteers to determine if they are a good fit for the organization.
- **Orientation** - Give volunteers tours of the building and help new volunteers get settled into their roles.
- **Training** - Provide comprehensive training. In some cases, the Volunteer and Donations Coordinator also teaches volunteers new skills.
- **Scheduling** - Work closely with volunteers to come up with a schedule that works for everyone. If the organization has special needs, the Volunteer and Donations Coordinator is also responsible for ensuring the right number of volunteers is available to handle the extra work.
- **Tracking** – Log volunteer hours and use the data to create reports and generate thank yous.
- **Program Development** - Develop goals, policies, robust volunteer program and training manual.
- **Financial** - Assist Director of Development and Marketing with budget for the volunteer department.
- **Donations** – Create and utilize organization-wide donation policy and post donation needs online and on social media. Consistently work with program manager and leadership to determine shelter most critical needs.

Duties/Responsibilities:

- Work with CISS development team to develop and implement a comprehensive and innovative volunteer outreach plan targeting individual, private, corporate, school and other organizations.
- Work collaboratively and seamlessly with staff to identify new potential foundation, individual, private, corporate, school and other organization partners.
- Manage volunteers of CISS including students, community service, AARP, meal servers, Easter Seals and Link Associates as well as managing the clothing closet volunteers and work schedules.
- Assist in production of special events.
- Update social media in coordination with the Marketing and Communication Coordinator.
- Serve as an ambassador of the mission of CISS in the interaction with current and potential volunteers and partners.
- Maintain and log clothing closet, volunteers, and food pantry hours and numbers for accurate reporting.
- Manage donations and ensure proper procedure is being followed by all staff utilizing the CISS donation policy.

Required Qualifications:

- Bachelor's Degree recommended.
- Proficient in Microsoft Office programs to log volunteer hours, make volunteering schedules and create reports.
- Proven success in meeting and exceeding performance goals.
- Technical and numeric aptitude helpful.
- Considerable knowledge of the mission, objectives, policies, programs and procedures of Central Iowa Shelter & Services.
- Appreciation and the ability for fundraising, and special event experience a plus.
- Excellent time management skills, attention to detail and, high energy with focus to complete tasks on time.

Physical requirements and work environment

While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk and hear. The employee is frequently required to sit, stand and walk. Work will be performed either in an office

environment or in the field. Must be willing to travel as needed to perform job requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Benefits:

Participation in company Health Insurance plans, Long-Term disability, Short-Term disability, Life Insurance and Personal Time Off.

Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.