

Central Iowa Shelter & Services Employment Opportunity

Position Title: Volunteer & Outreach Coordinator

Schedule: Monday – Friday, On Call Coverage, Evening and Weekends as Needed

Classification: Full-Time, Non-Exempt

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

Salary: \$20.00 – \$24.00 per hour | **Pay Level:** III

Reports to: Vice President of Advancement

Travel Requirements: Travel within the community as needed

Organization Overview: Since 1992, Central Iowa Shelter & Services (CISS) mission has been 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.

Our facility has grown from being 150 emergency shelter beds to 56,000 square feet of supportive housing and services. CISS is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); Section 8 Project-Based Voucher efficiency apartments (44 rooms), and affordable housing (18 rooms). Along with expanded housing capacity, CISS also provides an on-site health clinic, mental health, substance abuse services, food pantry, community kitchen, clothing closet, classrooms, four job training programs and a new 3600 sq.ft. growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a daily 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 in rural Iowa through CISS leadership in the Rolling Hills Coalition (RHC) serving SE Iowa. Programs outside of Polk County ensure we are serving Iowans in their hometown to reduce the need for people to travel to our urban cores for assistance. RHC mirrors services on our main campus in Des Moines and allows for a continuity of operation across multiple geographic areas.

Position Overview:

Volunteer & Outreach Coordinator Position Description

Job Title:

Volunteer & Outreach Coordinator

Overview:

Central Iowa Shelter & Services (CISS) is seeking an enthusiastic and dedicated Volunteer & Outreach Coordinator to join our team. This key role is essential in recruiting, organizing, and supporting our volunteers, ensuring they have a fulfilling and enriching experience. The Volunteer & Outreach Coordinator will provide comprehensive training and support, fostering a comfortable and confident environment, and encouraging further investment in the organization through various means. Our mission is to provide free shelter and meals to those experiencing homelessness while facilitating their move towards self-sufficiency.

Key Responsibilities:

1. Volunteer Recruitment and Organization:

- Develop and implement effective volunteer recruitment strategies that align with CISS's mission.
- Maintain a database of volunteers and match their skills and interests with appropriate opportunities.
- Organize and schedule volunteer activities and events, ensuring smooth coordination and execution.

2. Training and Support:

- Design and deliver comprehensive training programs for volunteers to ensure they are well-prepared and confident in their roles.
- Provide ongoing support and mentorship to volunteers, addressing any concerns and ensuring a positive experience.
- Create resources and materials to assist volunteers in their tasks.

3. Volunteer Engagement and Experience:

- Foster a welcoming experience and an inclusive positive environment for all volunteers.
- Organize regular appreciation events and recognition programs to celebrate volunteer contributions.
- Collect and analyze feedback from volunteers to continually improve the volunteer experience.

4. Community Outreach and Awareness:

- Encourage volunteers to spread awareness about CISS within their communities.
- Facilitate opportunities for volunteers to engage in community education and outreach initiatives.
- Develop relationships with local community groups and organizations to promote volunteer opportunities.

5. Event Support:

- Assist in the planning and execution of fundraising and community events.
- Collaborate with the Director of Marketing and Development to ensure events are well-staffed and run smoothly.
- Provide logistical support during events and coordinate volunteer activities.

6. Advancement and Investment:

- Inspire volunteers to deepen their involvement with CISS, whether through increased volunteer hours, recruitment of new volunteers, or participation in special projects.
- Identify potential volunteers who may be interested in becoming donors or financial supporters.
- Work with the development team to create pathways for volunteers to invest in CISS financially or through other forms of support.

Recruiting:

- Work with CISS development team to develop and implement a comprehensive volunteer outreach plan.
- 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.

Scheduling:

- Work closely with volunteers to come up with a schedule that works for everyone and fulfills the needs of CISS.
- 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.

Technology:

- Use Bloomerang as the software to maintain contact information and past contributions for all donors and volunteers.
 - Bloomerang will be the primary CRM tool used to communicate with donors/volunteers and for internal purposes as a database, dashboard, and as a tool to identify continuous improvement opportunities.
- Update social media in coordination with the Marketing and Communication Coordinator.

Tracking:

- Maintain and log clothing closet, volunteers, and food pantry hours and numbers for accurate reporting.
- Use the data to create reports and generate thank you letters.

Training:

- Provide comprehensive training. In some cases, the Volunteer and Donations Coordinator also teaches volunteers new skills.

Writing Content:

- Bring inspiration to our donors/volunteers by sharing stories of “the other side” and success following services we provide at CISS.

Attributes: This Volunteer & Outreach Coordinator role is crucial to fostering a vibrant and dedicated volunteer community, enhancing CISS's reach and impact, and ultimately contributing to the overall success and sustainability of the organization.

- Passionate about CISS's mission and values.
- Empathetic and patient, with a strong ability to build relationships.
- Creative and proactive in finding solutions and opportunities for improvement.
- Detail-oriented and capable of handling multiple tasks simultaneously.
- A team player who can work collaboratively with staff, volunteers, and community members.

Qualifications:

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- Strong critical thinking, analytical and problem-solving skills
- Advance computer skills and proficiency in Microsoft Office
- Organized and detail-oriented, and the ability to manage multiple projects.
- Strong ability to execute work with a diversity, equity, and inclusion lens.
- Ability to establish and maintain professional boundaries in working with the clients and staff.
- Positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented.
- Ability to work independently or in a team.
- Ability to negotiate different personalities and work under competing priorities.
- Ability to successfully pass a background check
- Possession of a valid Iowa Driver's license.
- Communication and Interpersonal skills: develop and maintain effective relationships with others; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Education and Experience:

- Bachelor's degree in marketing, hospitality, volunteer coordination, event management, or related field preferred.
- 1 year experience in marketing, hospitality, volunteer coordination, event management, or related field preferred.
- Experience working in a team environment.

Physical requirements and work environment:

- Ability to work well within a cross-functional team environment and diverse communities.
- 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.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Benefits:

Full-Time employees have the ability to participate in company health insurance plans, long term disability, short term disability, life insurance, personnel time off and the opportunity to purchase dental and vision insurance

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.

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