



JOB DESCRIPTION

TITLE: Volunteer Coordinator
DEPARTMENT: Programs & Development
REPORTS TO: Senior Program Director & Chief Development Officer
SALARY: \$16.00-\$17.00 hour
HOURS: Full time, non-exempt
START DATE: As soon as possible – 2 weeks from hire

Heart of Los Angeles (HOLA) provides underserved youth with free, exceptional programs in academics, arts, and athletics within a nurturing environment, empowering them to develop their potential, pursue their education and strengthen their communities.

Core Values: Respect, Responsibility, Positive Communication and Support.

Volunteers are an essential part of the history, present, and future of Heart of Los Angeles (HOLA). When Mitchel Moore founded our organization in 1989 he ran it solely with the help of volunteers, and as we have diversified and strengthened our program offerings, volunteers have been key drivers of our increased capacity. Volunteers not only allow HOLA to serve hundreds more students each year than would otherwise be possible—their most common job roles being teachers, mentors, and tutors—they are also often the source of new ideas, and instrumental in piloting new program offerings.

Volunteers also shape the culture at HOLA, bringing diversity, compassion, and optimism to our environment—not to mention a fair amount of sweat and elbow grease. This energy establishes HOLA as a space in which everyone works together, each person giving according to their ability, to make sure underserved kids have every chance to succeed and to create a bright spot in a neighborhood heavily affected by poverty and violence. Each year, our 500+ multi-generational volunteer base includes middle- and high-income seniors, adults, young adults and teenagers; HOLA alumni, as well as parents and grandparents of both current and former HOLA students, who together contribute thousands of hours of service to HOLA.

The Volunteer Coordinator is at the nexus of this program, training volunteers and placing them in service areas that best utilize each individual's passions and talents. The Volunteer Coordinator also leads tracking and evaluation of the program, as well as volunteer-specific communications and volunteer appreciation. Close collaboration with the Senior Program Director and Chief Development Officer on issues of Volunteer Program planning, resource allocation, and partnership development is also a crucial part of the role. The ideal

candidate will be a systems thinker who has excellent project management skills, good judgement, and the ability to connect easily with others.

RESPONSIBILITIES:

- Recruit, train, place, and supervise volunteers throughout the agency
- Contribute to the ongoing development of volunteer training curriculum and materials
- Work closely with the Chief Development Officer to develop new, and support existing corporate philanthropic partnerships that yield volunteers as well as revenue and in-kind resources
- Collaborate with program staff on activities and events that need volunteer support; coordinate all pre-event logistics; serve as lead staff person for volunteer events
- Spearhead the creation of new volunteer opportunities for older adults
- Develop a system to assign, track, and manage volunteer work
- Develop, collect, track, and maintain volunteer impact and satisfaction metrics using Salesforce; this involves routine data entry and monthly review of statistics for both internal reports and trend analysis
- Manage volunteer communications, including volunteer announcements, correspondence, e-newsletters
- Respond to volunteer inquiries via phone and email
- Implement and innovate volunteer recognition efforts
- Present information about HOLA and volunteer opportunities at community events and meetings as needed
- Work on special projects and other duties as assigned

TRAITS AND CHARACTERISTICS DESIRED:

Leading candidates will embrace HOLA's mission and core values and find the way we do the work we do in addition to what we do, important and compelling. The successful candidate will enjoy brainstorming, and be flexible and adaptable, with a strong dedication to customer service - particularly with a diverse volunteer and donor base. Should thrive in a very dynamic environment. With a high level of personal integrity, the Volunteer Coordinator will fully model a positive, can-do attitude, and will establish and maintain a culture that is inclusive, consensual, team oriented and respectful.

QUALIFICATIONS:

- Dynamic and collaborative personality with exceptional people skills that lead to quickly engaging, relating to and motivating a wide variety of HOLA stakeholders such as community leaders, volunteers, children, families and funders; previous work with older adults a plus
- Exceptional project management skills with ability to organize, integrate and manage information from a wide variety of sources and formats
- Excellent public speaking, presentation, and written communication skills
- Outstanding organizational and relationship-building skills
- Ability to juggle multiple projects and balance competing priorities

- Experience project management, volunteer management, and program development is preferred
- Passion, warmth, and sensitivity for HOLA's constituents and mission
- Availability to work occasional evening and weekend hours
- Proficiency with MS Office Suite
- Experience with Salesforce or another database program preferred
- Bachelor's degree or equivalent experience required
- 1-3 years of previous experience with nonprofits, volunteering, volunteer organizing and/or education and training preferred
- Bilingual in English and Spanish is highly preferred

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate. The building environment does not provide air conditioning and heat in all areas. Outdoor work is expected in some cases.

COMPENSATION:

- This is a full time, non-exempt position
- \$16.00-\$17.00 hour
- Medical, Dental, Vision, and Life Insurance Benefits
- Vacation, Sick and Personal Holiday Benefits

APPLICATION PROCEDURE:

Please submit a cover letter and resume to Chief Development Officer Brooke Lykins at development@heartofla.org. Please make the subject of your email: "Volunteer Coordinator – [Your Name]." No phone calls or drop-ins regarding this position please. Applications without a cover letter will not be considered.

HOLA affirms that it is an equal opportunity employer. We will not discriminate and will take action to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression. Veterans, AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply for open positions. Heart of Los Angeles also encourages applications from people who are representative of the culturally and ethnically diverse communities we serve.