Job title: Volunteer Specialist  
Reports to: Chief Advocacy & Engagement Officer

Compensation level: Professional A  
Full-time – Non-exempt

Posting date:  June 3, 2022  
Starting Rate:  $16.00

Closing date:  June 17, 2022

Our mission  Supporting the independence of vulnerable seniors and families in crisis through high-impact programs. Our vision  Uniting the community through service. Our values  Welcome and respect all people. Act with integrity. Value individual initiative and ability. Serve individuals and the community as an act of faith. Balance humanitarian goals with sound business practices.

MIFA provides a workplace that supports our strategic goal of serving more. Our people strategies create a culture that:

- assumes 100% accountability for the quality and integrity of our work
- embraces the use of technology
- encourages big and small innovation in problem solving, project management and idea generation
- is vibrant and adapts to change and offers opportunities for personal and professional growth

Specialist at MIFA

Specialists serve essential support functions within their areas, often with a focus on reporting, including organizing information by studying, classifying, and interpreting data. They are skilled in Microsoft Office applications and other software relevant to their areas. They are detail-oriented and efficient with the skill to specialize in a particular function: administrative specialists generally prepare reports by collecting, analyzing, and summarizing information; program specialists generally assess program needs and design activities and engagement opportunities to meet those needs, with a responsibility to consistently use available technology and look for opportunities to innovate.

Position summary

The Volunteer Specialist is responsible for recruiting, training, and nurturing volunteers to enhance their support of MIFA. The specialist will manage and oversee volunteer engagement opportunities, manage the volunteer application process, and ensure all relevant data input into Raiser’s Edge database. Identifies strategies to engage volunteers in creative and meaningful ways by working with development staff and program volunteer coordinators.

Qualifications

- Associate’s degree or two years post high school education
- Two years’ experience in a particular aspect of volunteer or customer service management
- Two years’ experience utilizing online tools, various databases, and social media
- Two years’ experience engaging and cultivating relationships with diverse groups in a sensitive and appropriate manner
- Two years’ experience communicating fluently with the general public verbally and written
- Proficiency at utilizing communication systems (computers, email, faxes, scanners, presentation equipment, etc.), Microsoft Office and various database systems i.e. Raiser’s Edge
**Major responsibilities and related tasks**

Recruit volunteers for specific events and programs; work with engagement team to create innovative volunteer opportunities and provide volunteer staff support for these events and opportunities

- Work with development and program staff to recruit volunteers to fill needed roles throughout the organization
- Secure volunteer support for special events and fundraising campaigns by collaborating with engagement and development teams.
- Collaborate regularly with program staff through quarterly meetings and other avenues to ensure volunteers are active and assist as needed to enhance their experience
- Work with communications staff to bring awareness to MIFA volunteer opportunities through all media especially social media
- Work with the Engagement Officer and members of the development team to identify and create new and innovative ways to engage volunteers at MIFA

Oversee the volunteer management system at MIFA from application to data entry

- Coordinate volunteer application process ensuring volunteers are engaged and promptly referred to appropriate program or event
- Coordinate volunteer processing: pre-screening and face-to-face interviewing, background checks, orientation and tours for prospective and new volunteers.
- Collaborate with development staff to create and implement system to maintain potential and current volunteer files and hours in the Raiser’s Edge database
- Respond to calls and emails from potential volunteers in a timely manner
- Coordinate MIFA volunteer awards and work with communications staff to submit nominations for special community awards
- Assist with the implementation of the MIFA-wide volunteer training program
- Maintain MIFA Volunteer Services Policies and Procedures Manual
- Assist as needed with volunteer job descriptions and distribution of opportunities to current and potential volunteers
- Coordinate scheduled individual volunteers and coordinate with Engagement Coordinator for volunteer groups.
- In cooperation with communications team, support volunteer enews including quarterly volunteer newsletter, Meals Monthly Memo, and Mlphone Buddy Memo.

Coordinate volunteer audit and data reporting

- Report volunteer data to Director of Impact and Communications and accounting department by the 10th of every month
- Create and maintain a weekly meals volunteer status report
- Support Meals on Wheels staff in funder audits

**Other responsibilities**
- Ability to work some weekends and holidays
- Represent MIFA at volunteer events and community functions as needed
- Promote a collegial atmosphere, working cooperatively with all team members to help them and the department attain their overall financial and advancement goals
- Coordinate and executing multiple projects in a fast-paced environment with little supervision
- Welcome and respect people of diverse ages, races, and household compositions, as well as persons in crisis
- Handle client donor information confidentially and discreetly
- Manage projects with good judgement and frequently without direct supervision

**Supervisory Responsibilities**

N/A

**Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical demands**: While performing the duties of this job, the employee is occasionally required to stand, walk (or means to transport oneself); sit; use hand to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop, kneel, crouch; talk or hear. The employee must occasionally lift and/or move 15 to 25 pounds. Specific vision abilities required by the job include close vision, distance vision.

**Work environment**: The noise level in the work environment is usually moderate to high. Position may also require ongoing or periodic exposure to high crime environments. While performing the duties of this job, the employee is exposed to moderate to high levels of stress during peak periods, and atypical work hours are periodically required.

**MIFA employment guidelines**

MIFA is an equal opportunity employer. MIFA is a non-smoking facility.

**Employment documents**: (1) Application and/or resume; (2) I-9; (3) Form W-4; (4) Official transcripts verifying education if education is a requirement of the job. **Employment authorization and identification**: Current federal law requires that documents be presented which verify both employment authorization and identification. One or more of the following documents must be presented before employment: Social Security card, state driver’s license/identification, U.S. birth certificate, U.S. passport, other U.S. government document.

Please note that it is the practice of MIFA not to allow the employment of relatives or of those living at the same address other than in the job classifications of special, temporary, or substitute.

To Apply: https://recruiting.paylocity.com/recruiting/jobs/All/86f3a3cf-0c83-4401-bd12-b4a167ce49df/Metropolitan-Inter-Faith-AssocSubmit