**Position Open**

**Volunteer-Helpline Coordinator**

**Application Deadline:** Friday, September 30, 2022, 5pm

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**Job Description**

Caring Unlimited is York County’s Domestic Violence Resource Center. Caring Unlimited is committed to being an accessible, culturally responsive, and trauma informed organization. This position provides leadership, overall direction and coordination of Caring Unlimited’s Volunteer and Helpline Services Programs; manages and coordinates the provision of direct services to victims of domestic violence, sexual assault and/or stalking who call Caring Unlimited’s 24-hour helpline; manages and coordinates volunteer recruitment, training and retention agency wide including internship programs.

1. Supports volunteer retention and a positive volunteer experience through regular contact, supervision and support, in-service trainings, newsletters, etc.; organizes periodic volunteer appreciation/recognition activities.
2. Coordinates and co-trains required Comprehensive Advocacy, Intervention, Response, and Ethics training (CAIRET) for all staff and direct service volunteers. Maintains, reviews, and revises Volunteer Training resources and supplemental training materials; assists other staff with program specific volunteer training.
3. Ensures staff and volunteers are prepared to provide advocacy on the helpline and provides training for staff back-up roles. Monitors staff and volunteers’ compliance with Helpline policies and procedures; consults with staff and volunteers on direct service provision related to the helpline.
4. Coordinates the 24-hour helpline program, including scheduling of helpline and back-up coverage; liaises with answering service and pager messaging provider to ensure effective service.
5. Recruits volunteers through multiple channels and represents the agency to potential sources of volunteers; actively seeks new volunteers and sources of volunteers.

The full job description is available at www.caring-unlimited.org.

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**Organization Description**

<table>
<thead>
<tr>
<th>Caring Unlimited</th>
<th>Categories:</th>
<th>Nonprofit</th>
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<tbody>
<tr>
<td>POB 590, 965 Main St</td>
<td><strong>Job Type:</strong> Full/Part Time</td>
<td>Full Time</td>
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<tr>
<td>Sanford, Maine 04073</td>
<td><strong>Annual Salary:</strong> $43,000-47,000</td>
<td>Non-Exempt</td>
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<td><a href="http://www.caring-unlimited.org">www.caring-unlimited.org</a></td>
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**Job Requirements**

The successful candidate will possess

- At least two years of related professional experience.
- Successful experience in recruitment, training, supervision and support of volunteers.
- Previous supervisory experience preferred.
- Demonstrated skills in human relations, crisis intervention, peer support, individual advocacy, group facilitation, and conflict resolution.
- Ability to create and sustain respectful relationships with a diverse group of staff, volunteers, and clients.
- Proficiency with Microsoft operating systems and office suite, online database.

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**PLEASE POST**
• Strong oral/written communication skills especially presentation and training skills; detail oriented.
• Demonstrated ability to work collaboratively and independently.

**Educational Requirements**

• Bachelor’s Degree in a related field from an accredited four-year institution, or the equivalent in closely-related work or personal experience, required.
• Successful completion of required advocacy training within 6 months of hire.
• Knowledge of and sensitivity to issues of domestic violence, sexual assault, and stalking. Qualifications may be obtained through work experience, education, personal experience, or a combination of these.

**Benefits**

Caring Unlimited offers a generous benefits package including health, dental, life, disability and paid time off including 3 weeks of vacation time, twelve holidays and sick time up to seven days per year.

**How to Apply**

Send cover letter and resume in PDF or Word format by Friday, September 30, 2022, 5:00 pm to mail@caring-unlimited.org with Helpline-Volunteer Coordinator Search in the Subject Line. No phone calls please.

Please note: Applications will be accepted by email only and must be received by the deadline to be considered. Candidates selected for an interview will be contacted on a rolling basis. Expected start date: ASAP

*Caring Unlimited is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry or national origin, color, sex, immigration status, age, religion, physical or mental disability, sexual orientation, gender identity or gender expression, family or veteran status, or any other characteristic protected by law. Diverse candidates are encouraged to apply.*
# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Volunteer Program / Helpline Services Program Coordinator</th>
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<tr>
<td>Department:</td>
<td>Volunteer/Helpline</td>
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<td>Reports To:</td>
<td>Advocacy Director</td>
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<td>Supervises:</td>
<td>Volunteers</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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<td>Last Revised/Approved:</td>
<td>September 2021</td>
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**Position Summary:**
The Volunteer Program / Helpline Services Program Coordinator provides leadership, overall direction and coordination of Caring Unlimited’s Volunteer and Helpline Services Programs; manages and coordinates the provision of direct services to victims of domestic violence, sexual assault and/or stalking who call Caring Unlimited’s 24-hour helpline; manages and coordinates volunteer recruitment, training and retention agency wide.

**Essential Duties and Responsibilities:**
1. Recruits volunteers through multiple channels and represents the agency to potential sources of volunteers; actively seeks new volunteers and sources of volunteers.
2. Interviews and screens potential volunteers; completes all required documentation.
3. Develops and maintains volunteer job descriptions and list of current Volunteers; serves as the point person for individuals and corporate/school or community volunteer groups and match with appropriate volunteer placement.
4. Supports volunteer retention and a positive volunteer experience through regular contact, supervision and support, in-service trainings, newsletters, etc.; organizes periodic volunteer appreciation/recognition activities.
5. Coordinates and co-trains required Comprehensive Advocacy, Intervention, Response, and Ethics training (CAIRET) for all staff and direct service volunteers. Maintains, reviews and revises Volunteer Training resources and supplemental training materials; assists other staff with program specific volunteer training.
6. Monitors staff and volunteers’ compliance with Helpline policies and procedures; consults with staff and volunteers on direct service provision related to the helpline.
7. Coordinates the 24-hour helpline program, including scheduling of helpline and back-up coverage; liaises with answering service and pager messaging provider to ensure effective service.
8. Coordinates the ongoing review and development of the Volunteer and Hotline Services Programs, policies and procedures; complies with funder requirements.
9. Coordinates internship assignments.
10. Promote an accessible, inclusive, and equitable environment and experience for volunteers from diverse backgrounds.
11. Maintains records of direct service and volunteer activities for internal and external reports as required and requested.
12. Participates regularly in 24-hour helpline coverage and backup. Participates with other select staff in providing an additional layer of backup coverage as needed.

**Non-Essential Duties and Responsibilities:**
1. Develops and maintains community relationships attend external meetings as appropriate.
2. Participate
3. Participates in weekly staff meetings and routine office coordination. Pursue opportunities for staff development and training.
4. Participates in occasional special projects, including public relations or fundraising efforts.
5. Performs other tasks and projects as assigned.

**General Expectations**
1. Be committed to the Agency’s mission, vision and values, with personal qualities of integrity and credibility.
2. Interacts harmoniously and effectively with others, focusing upon the attainment of Agency goals and objectives through a commitment to teamwork.
3. Actively and regularly participate in ongoing agency diversity, equity and inclusion work.
4. Provides the highest level of client and internal customer service possible.
5. Follows established policies and procedures and complies with all safety requirements.
6. Communicates in an open, respectful and honest manner with everyone, inside and outside the organization.
7. Communicates proactively with the supervisor regarding work flow, problems, suggestions, etc.
9. Performs the required amount of work in a timely fashion with a minimum of errors.
10. Be neat and maintain personal appearance and hygiene as appropriate to the position.
11. Adheres strictly to confidentiality of client, co-worker and internal business information.

**Physical Requirements:**
*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to stand, walk, sit (including prolonged sitting), and talk or hear. The employee is also required to use hands and fingers to operate a standard computer keyboard, use a computer, mouse, fax machine, printer and copier, and speak and hear using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee may occasionally lift and/or move up to 25 pounds.

**Work Environment:**
*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in a general office environment where the noise level is low. Work is occasionally stressful and requires ability to multi-task, meet deadlines, and successfully cope with the pressures which are related to the position. Some overtime is required. Requires travel throughout York County, occasional nights and weekends.

**Qualifications Needed for Position:**
**Experience and Skill Requirements:** The following experience and skills are considered essential:
- At least two years of related professional experience.
- Successful experience in recruitment, training, supervision and support of volunteers.
- Previous supervisory experience preferred.
- Demonstrated skills in human relations, crisis intervention, peer support, individual advocacy, group facilitation, and conflict resolution.
- Ability to create and sustain respectful relationships with a diverse group of staff, volunteers, and clients.
- Proficiency with Microsoft operating systems and office suite, online database.
- Strong oral/written communication skills especially presentation and training skills; detail oriented.
- Demonstrated ability to work collaboratively and independently.

**Education Requirements:** The following education requirements are considered essential:
- Bachelor’s Degree in a related field from an accredited four-year institution, or the equivalent in closely-related work or personal experience, required.
- Successful completion of required advocacy training within 6 months of hire.
- Knowledge of and sensitivity to issues of domestic violence, sexual assault, and stalking.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

______________________________  ____________________________
Employee Signature       Date

______________________________  ____________________________
Supervisor Signature      Date