



**ADOPT A BUILDING. RAISE A COMMUNITY. LIFT URBAN PORTLAND.**

Partner of



## **POSITION DESCRIPTION**

**JOB TITLE:** Volunteer Coordinator

**REPORTS TO:** Executive Director

**STATUS:** Regular, 40 hours a week, flexible hours

### **ABOUT LIFT URBAN PORTLAND**

Lift Urban Portland's mission is to reduce hunger and improve the lives of low-income residents of Northwest and Downtown Portland. As a top-tier partner of Oregon Food Bank, we collect and distribute food, provide educational programs that encourage healthy life choices, and build community programs that strengthen social connections.

### **JOB PURPOSE**

In order to meet the goals of Lift Urban Portland's 2022 Strategic Plan and grow our programs to ensure equitable access to our services, the organization needs a more robust and structured volunteer program. The Volunteer Coordinator, a new position in the organization, is responsible for developing and strengthening our volunteer community to match this growing need. The role's primary duties and responsibilities include building organizational capacity through volunteer leadership; assessing our existing processes and procedures; designing and executing a comprehensive volunteer program around recruitment, orientation, placement, communication, and retention.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Develop, execute, and maintain volunteer systems that support the strategic growth of the organization including recruitment, orientation, placement, communication, and retention
- Recruitment: Identify and attend community events; create collateral to share with community partners; maintain accurate postings on our website, HandsOn, Volunteer Match, and other community volunteer sites
- Orientation: Create and update procedures, policies, job descriptions, and volunteer handbook; review these materials with volunteer candidates
- Placement: Conduct interviews with volunteers to assess volunteer interests and skills; communicate organizational needs to find appropriate volunteer placements; schedule volunteer shifts
- Communication: Respond to all inquiries in a timely matter; be main point of contact for volunteer needs; clearly articulate the value that volunteers play in fulfilling the mission of the organization

- Retention: Provide support for all volunteers; plan recognition events; conduct periodic check-ins to collect feedback; respond appropriately to concerns and suggestions
- Data: Accurately collect necessary data from volunteers including driving records and background checks; work with office assistant volunteers to ensure correct data entry and reporting
- Responsible for supporting a culture within the volunteer program that is welcoming and inclusive of diverse cultures and backgrounds and increasingly representative of the community we serve
- Establish ongoing lines of communication with program staff for updates on volunteer needs and priorities
- Coordinate trainings for volunteers around best practices, trauma informed care, DEI, and other requested training
- Engage corporate volunteers through our Adopt a Building program; present to company staff; provide on-site volunteer training and support
- Provide volunteer and logistical support for special events
- Work with development staff to provide needs and stories for organization-wide communications such as eNewsletter, printed newsletter, annual report, and other collateral
- Support staff and programs on an as needed basis: pick up donations, deliver food boxes, etc.

## **PREFERRED SKILLS AND REQUIREMENTS**

- At least two years experience in a leadership role managing volunteers
- Direct experience designing and implementing a volunteer program
- Certified in Volunteer Administration (CVA) credential preferred
- Strong project and change management skills
- Ability to work in a team-based environment
- Skilled at taking initiative and working independently
- Highly developed interpersonal skills including oral, written, and listening
- Proficiency with Microsoft Office, Google Suite, Salesforce, and the ability to learn new programs quickly
- Experience using digital volunteer database or management system
- Valid driver's license and clean driving record

## **BENEFITS**

- Competitive salary, DOE.
- Health, vision, and dental insurance
- Education allowance
- SIMPLE IRA matching program

## **TO APPLY:**

Qualified, interested candidates are invited to email resume and cover letter addressing how this position aligns with your experiences, skills, and professional goals to: [erin@lifturbanportland.org](mailto:erin@lifturbanportland.org) with the Subject: Volunteer Coordinator.