Volunteer Coordinator

Scope & Purpose

The Volunteer Coordinator is an integral part of the Stewardship team. The Volunteer Coordinator will work to fill the volunteer needs of our programs as we steward relationships with individuals and groups who desire to serve with us. This role will focus heavily on the administrative communication and coordination needed to ensure an excellent volunteer experience. At MLF, our vision is to empower communities into a lifestyle of service with the homeless, and the Volunteer Coordinator is on the front lines of bringing this vision to life.

This is a full-time, 40 hour per week non-exempt position reporting to the Volunteer Manager. Due to the nature and requirements of the position, hours are flexible to fit need, but typically include Monday thru Friday, plus Saturday mornings, consistent with our volunteer opportunities. The hours are somewhat flexible throughout the week to accommodate Saturday morning requirements and will be determined with the Volunteer Manager. The Volunteer Coordinator will office at Community First! Village located at 9301 Hog Eye Road, Austin, TX 78724.

Please email resume and cover letter to hr@mlf.org.

Duties & Responsibilities

- Update and maintain volunteer opportunities, descriptions and communications, to ensure an enjoyable and safe serving experience for all volunteers
- Manage and coordinate volunteer group requests, scheduling and communicating all necessary information with group liaison
- Welcome, orient, and check-in volunteers to CF!V daily, with a spirit of hospitality and stewardship.
- Screen and match individual volunteers to organizational needs within MLF and opportunities at CF!V based on their talents and passions
- Maintain accurate information within the volunteer database system on a daily basis, and generate monthly reporting of volunteer statistics for program managers
- Assist Volunteer Manager in recruiting new volunteers and cultivating relationships with existing volunteers
- Maintain an organized record of people & groups interested in various volunteer activities
- Maintain all necessary calendars that are associated with volunteer scheduling
- Coordinate field trips to CF!V with strategic school partners, including working with the group’s liaison and recruiting residents to host the field trips
- Manage Eagle Scout projects, working with Scouts to identify project needs, and overseeing the planning and execution of projects
- Work with other student groups, like Girl Scouts and Boy Scouts on special student projects
- Coordinate and support CF!V residents who host volunteer and tour groups
- Assist with generating content for the quarterly volunteer newsletter
• Work with Safety Coordinator to determine appropriate dress code and required training, if applicable, for all volunteer opportunities at CFIV

• Assist with volunteer recognition and appreciation, including thank you notes to groups and individuals
• Assist in the planning and execution of the annual Volunteer Appreciation event
• Work with Volunteer Manager to recruit, manage and steward volunteers for events at Community First! Village; attend and assist with events & activities as needed
• Assist the Volunteer Manager in recruiting and training the hospitality volunteer team
• Attend staff meetings and other meetings deemed necessary
• Other duties as necessary to fulfill the mission & vision of MLF

Knowledge Skills & Abilities

• Commitment to serving those who have experienced homelessness and personal alignment with MLF’s vision, mission, core values, and goals. MLF is a faith-based organization with its ideals and philosophy coming directly from the Gospel of Jesus Christ
• Must support the core values of MLF and be driven by the Mission. MLF is a faith-based organization with a philosophy and ideals that come directly from the Gospel of Jesus Christ. This must be reflected in all our communications
• Advocate for the homeless and working poor
• Experience in scheduling, organizing and coordinating groups of people
• Experience in hospitality
• Solid educational background including an undergraduate degree
• Excellent and persuasive public speaking skills; present self and organization to the community in a positive, sincere and professional manner
• Ability to remain poised under pressure
• Strong organizational skills; detail-oriented
• Must be an efficient and effective communicator, especially via email
• Demonstrates integrity, strives for excellence in her/his work, and has experience leading others to new levels of effectiveness and programmatic impact
• A grateful heart: always thanking our volunteers and never taking lightly the work any volunteer does
• Must be proficient in the use of technology, including Salesforce, Microsoft Word and Excel, Google Mail and Drive, and Dropbox
• Strong relationship builder with experience engaging community partners
• Comfortable teaching others and giving guidance
• Ability to make decisions and manage projects in a changing and fast-paced environment and anticipate future needs, even when limited information and resources are available
• Good listening skills
• Neat, clean, and appropriate appearance
• Must have a valid driver’s license, current liability insurance and reliable transportation
• Must submit to and pass a criminal record background test and drug screen

MLF PURPOSE/VISION
We empower communities into a lifestyle of service with the homeless.
MLF MISSION
We provide food and clothing, cultivate community and promote dignity to our homeless brothers and sisters in need.

CORE VALUES
The vision is supported by core values centered on our belief that homelessness is the result of a profound, catastrophic loss of family:

- God, infinitely perfect and blessed in himself, in a plan of sheer goodness freely created man to make him share in his own blessed life
- By virtue of being created by God in His image, we are all called to live in community and relationship with Him through each other
- The family is the original cell of social life
- You shall love your neighbor as yourself
- All members of the human family are equal in dignity
- The Lord God took the man and settled him in the Garden of Eden to cultivate and care for it. Gen 2:15

GOALS
- Transform the way people view the stereotype of those who find themselves homeless
- To reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- To connect human to human, heart to heart through the fellowship of food and hospitality
- Inspire people into a lifestyle of abundance by giving their best first

GUIDING PRINCIPLES
These Guiding Principles are the basis upon which MLF team members make decisions, plan strategies, and interact with each other and our community. The principles define the kind of leaders we are striving to be.

| Yes, and...Positive Attitude | ● Looks for the positive in any situation  
|                            | ● Begins with yes, and looks for positive possibilities from a proposed idea  
|                            | ● Has a generally positive attitude  |
| Semper Gumby (flexible/adaptable) | ● Adapts to big & small change well  
|                                | ● Can formulate alternative plans when things change  
|                                | ● Is teachable (learns from others) and willing to change  |
| Relational | ● Develops numerous strong relationships with staff, neighbors & volunteers  
|            | ● Shows humility in his/her servant leadership  
|            | ● Looks for the good in others. Assumes the best in other’s intentions  
|            | ● Treats others with love & respect, including when talking about them to others  
|            | ● Works to proactively resolve conflict with others, goes directly to the person  |
| Team Player | ● Puts MLF above himself/herself and his or her program  
|             | ● Depends on others to help with solutions  
|             | ● Brings strengths of the team together  |
| Communicator | ● Keeps others informed of things going on in their program  
|              | ● Communicates effectively to staff, neighbors & volunteers  
<p>|              | ● Resolves conflict well &amp; in a timely manner  |</p>
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<tr>
<th>Role</th>
<th>Requirements</th>
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<tr>
<td>Multiplier</td>
<td>• Delegates effectively to staff, contractors &amp; volunteers</td>
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<td></td>
<td>• Invests in developing staff, contractors &amp; volunteers</td>
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<td>• Empowers staff, contractors &amp; volunteers so that their talents &amp; ideas are unleashed</td>
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<td>Good Steward</td>
<td>• Stewards MLF physical resources (money, land, equipment, etc.) well</td>
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<td>• Stewards MLF human resources well (staff, volunteers, donors, neighbors, &amp; board)</td>
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<td>• Takes care of one self physically, mentally, emotionally &amp; spiritually</td>
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<td>Dependable/Accountable</td>
<td>• Sets reasonable deadlines &amp; meets them consistently</td>
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<td>• Keeps others informed if they won’t meet a deadline</td>
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<td>• Comes on time &amp; prepared for meetings</td>
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This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

MLF is an Equal Opportunity employer. Personnel are chosen based on ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.