



Volunteer Coordinator

Scope & Purpose

The Volunteer Coordinator is an integral member of the Community Empowerment department, working to steward the MLF vision of empowering communities into a lifestyle of service with the homeless by filling the volunteer needs of our programs as we steward relationships with groups and individuals who desire to serve with us. This position 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, non-exempt position reporting to the Volunteer Manager. Due to the nature and requirements of the position, hours are flexible to fit the needs of the organization, but typically include 8am-5pm Tuesday-Saturday. Additional nights and weekends may be required. The Volunteer Coordinator will office at Community First! Village located at 9116 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

- Manage and coordinate volunteer group requests, scheduling, and communicating all necessary information with group liaison
- Update and maintain volunteer opportunities, descriptions, and communications, to ensure an enjoyable and safe serving experience for all volunteers
- Welcome, orient, and check in volunteers to Community First! Village (CFV) daily, with the spirit of hospitality and stewardship
- Maintain accurate information within the volunteer database system daily, and generate monthly reporting of volunteer statistics for leadership and program managers
- Provide support to current and potential volunteers as they navigate our volunteer portal and calendar
- Provide support and customer service to all internal volunteer facing programs
- Coordinate volunteer inquiries that are handed off from other internal departments with timeliness, care, creativity, and hospitality
- Respond to a high volume of volunteer inquiries in a timely manner, through email and phone
- Maintain an organized record of individuals and groups interested in various volunteer activities
- Maintain all necessary calendars that are associated with volunteer scheduling
- Assist with volunteer appreciation initiatives, including the annual Volunteer Appreciation event
- Assist in the planning and execution of the volunteer training sessions
- Attend staff meetings and other meetings deemed necessary
- Other Duties & Responsibilities as needed

Knowledge, Skills, Abilities & Principles

- MLF is a faith-based organization whose ideals and philosophy come directly from the Gospel of Jesus Christ. As an organization, we strive to reflect this precept in our communications, both internally and externally.
- Commitment to serving those who have experienced homelessness and personal alignment with MLF's vision, mission, core values, and goals.
- At least 2 years of experience in scheduling, organizing, and coordinating groups or relevant work experience
- Solid educational background including an undergraduate degree, or equivalent experience

- Demonstrates integrity and strives for excellence in their work
- Must be able to respond quickly to correspondence with effective and efficient communication
- Ability to remain poised under pressure and steady in fast-paced environments
- Ability to present self and organization to the community in a positive, sincere, and professional manner
- Must be proficient in the use of technology, including Microsoft Office Suite
- Experience in Salesforce or equivalent CRM a plus
- Excellent judgment and creative problem-solving skills
- Strong organizational skills; detail-oriented
- Always flexible to change
- Attentive listening skills
- Must have a valid driver's license

Work Environment & Physical Demands

- Ability to move and lift up to 30 lbs.
- Ability to move about all phases of Community First! Village
- Ability to drive a golf cart

MLF 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.

GOALS

- Transform the way people view the stereotype of those who find themselves homeless
- Reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- 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

BELIEF STATEMENTS

The vision is supported by belief statements 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

CORE VALUES

MLF is committed to fostering a culture that prioritizes relational connection. We believe there is opportunity in every aspect of our work to be relational in a highly transactional world. In this culture, transactions are means to relational ends, not the other way around.

This begins with the countercultural love poured out by Jesus Christ and grows as imperfect individuals strive to show this love to each other human-to-human, heart-to-heart.

Each individual's openness to the journey of their own personal growth is essential in building our relational culture, and we believe this culture flourishes as we each continuously strive to more fully embody these four core values:

- **Faith:** We define Faith as the foundational belief that our world and all our work belong to God. This allows us to engage our work with joy and lightheartedness, knowing that we are not ultimately in control.
- **Humility:** We define Humility as rightly viewing oneself as a single piece of a grander story. This humility leads to a view of oneself that is neither too high nor too low.
- **Generous Spirit:** We define a Generous Spirit as a readiness to give more grace, mercy, and hospitality than is necessary or expected. This posture allows us to see others for who they are, not what they do.
- **Integrity:** We define Integrity as a wholehearted commitment to doing right by God, ourselves, and others. This wholeheartedness shows itself in consistently choosing honesty, responsibility and ownership in all actions and decisions.

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 committed to creating a diverse environment and is proud to be an equal opportunity employer. Personnel are chosen based on ability without regard to race, color, religion, sex, national origin, genetics, disability, marital status, or sexual orientation in accordance with federal and state law.