



New Hope Housing

Position Title: Community & Volunteer Coordinator – Residential Program Center

Supervisor: Manager of Volunteer Programs

Site: Residential Program Center, 1554 Columbia Pike, Arlington, VA 22204

General Description:

The Community & Volunteer Coordinator manages all elements of our volunteer programs and coordinates community engagement at the Residential Program Center. This includes recruiting, training, and directly managing volunteers, as well as providing support and resources to staff who supervise volunteers. This position coordinates and schedules volunteers for ongoing commitments and one-time volunteer events throughout the year. The Community & Volunteer Coordinator is part of the New Hope Housing Development Team and coordinates their work with the Manager of Volunteer Programs. They will also assist the Director of Development in special fundraising events such as donation drives and community outreach. This position requires flexibility for occasional weekend and evening hours.

Position Responsibilities:

Volunteer Management (approximately 50%)

- Recruit, train, and schedule volunteers for ongoing programs
- Manage orientation, screening, and placement for new volunteers
- Write volunteer descriptions for existing and new volunteer and internship opportunities
- Utilize volunteer database for tracking hours and schedules
- Promote volunteer retention through effective communication, recognition events, and evaluation
- Work collaboratively with shelter director and operations team to plan one-time special projects
- Create new volunteer opportunities based on shelter needs
- Support activities for day programs and life skills activities for the shelter
- Report on volunteer activities for government contracts

Donation Management (approximately 30%)

- Coordinate donation drives for special needs, especially during holidays, based on input from shelter staff
- Communicate with community members who are interested in making in-kind donations
- Fill requests for in-kind donations and move-in kits for shelter guests submitted by case managers and housing locators
- Keep donations organized and easily accessible

Outreach & Events (approximately 20%)

- Conduct outreach with community, faith-based, and business groups to recruit potential volunteers, funding partners, and advocates



It's time to rethink homelessness.

- Compose monthly e-mail for shelter supporters
- Interview previous shelter guests and current volunteers to be featured in the monthly newsletter
- Assist Director of Development in annual fundraising events
- Other duties as assigned or necessary

Preferred qualifications

- 4-year degree or relevant work experience
- Bilingual (Spanish speaker preferred)
- Flexible schedule to include night and weekend work
- Previous experience in a shelter environment
- Previous experience managing a volunteer program and databases
- Proficiency in Microsoft Office
- Valid driver's license with a driving record that satisfies insurance requirements and reliable transportation

The ideal application will have the following characteristics:

- Excellent written and verbal communication skills
- Comfort with public speaking
- Ability to manage diverse groups
- Ability to set and maintain boundaries and expectations with coworkers, volunteers, and shelter guests
- Adept at managing up
- Effective time management skills in a fast-paced environment
- Ability to prioritize competing priorities and make sound judgements

EOE/ADA that values diversity.

Anticipated Start Date: February 1, 2020

Salary: \$40,000-\$45,000

To Apply: Please submit cover letter and resume to jobs@newhopehousing.org with Community & Volunteer Coordinator - RPC in the subject line