

## HRA-NCA Position Description

Volunteer Coordinator (2-5 hours per month)

Reports to: VP, Membership

Job Purpose: HRA-NCA enlists a Volunteer Coordinator to assist in the delivery of the organization's programs and services. This role includes directly identifying, assigning, and managing volunteers, and/or providing guidance, support, resources and tools to other HRA-NCA leaders who supervise volunteers.

Primary Duties and Responsibilities: The Volunteer Coordinator will perform some or all of the following:

- The Volunteers Coordinator should demonstrate an understanding of ethical behavior and business practices, and ensure that behavior is consistent with the standards and values of the organization.
- Review volunteer applications submitted through the HRA-NCA online database, with an ability to speak, listen, read and write in a clear, thorough and timely manner using appropriate and effective communication techniques.
- Determine the best fit for each applicant. Develop new and unique ways to improve operations of the organization and create new opportunities.
- On a regular monthly basis, this individual will review all current volunteer positions, and discuss volunteer needs or issues with each individual board member, conducting volunteer interviews as necessary, and establishing and maintaining connections between board members and viable volunteers, with a focus on anticipating and understanding the needs of each leader.
- Assure all volunteer applicants are placed wherever possible. Positively influence others to achieve results are in the best interest of the organization.
- Troubleshoot volunteer issues and report to VP, Membership when necessary. Assess problem situations to identify causes, gather relevant information, and generate possible solutions.
- Provide a monthly update to the VP, Membership to include new volunteers, changes, or other pertinent information.