



Title: Volunteer and Outreach Coordinator

Reporting Relationship: Executive Director

Status: Part-time, Hourly, Non-exempt (Full-time applicants will also be considered)

Location: 1149 New Mill Drive, Chesapeake, VA 23322 (primary)

312 Battlefield Blvd N., Chesapeake, VA 23320 (secondary)

Summary

The Volunteer and Outreach Coordinator is responsible for developing and implementing dynamic volunteer and outreach programs to support CHS's programs and events. CHS's volunteer program has been limited since the pandemic began in March 2020. Therefore, this is an exciting opportunity to re-build the program alongside the upcoming growth and expansion of the organization with our new shelter facility and current veterinary clinic facility.

Duties and Responsibilities

Volunteer Management

- Recruit, train, manage, and motivate volunteers to include:
 - Recruit and retain dedicated volunteers to provide support for CHS's programmatic, administrative, and fundraising needs
 - Recruit volunteers for special projects as needed
 - Conduct regular volunteer orientations that are informative, engaging, and interactive
 - Oversee and coordinate with appropriate staff members or lead volunteers to provide training for volunteer roles to grow volunteers' experience and engagement with the organization
 - Focus on volunteer retention and create positive ongoing relationships
 - Nominate and recognize (formally and informally, internally and externally) volunteers for special recognition
- Share insight and information with the Executive Director and Development Manager regarding stated or prospective philanthropic intentions of individual or corporate volunteers
- Develop and maintain the volunteer database and volunteer section for the website
- Participate with groups in the community such as Volunteer Hampton Roads to further develop our volunteer program
- Work with the Development Manager to manage, staff, and oversee outreach events
- Work with the Shelter Manager to recruit and orient foster volunteers for the shelter and crisis boarding programs

Crisis Boarding Program

- Provide counsel to Crisis Boarding clients
- Maintain up to date Standards of Protocol for counseling of and communication with Crisis Boarding clients and ensure compliance with all legal regulations
- Assist in training and supporting Crisis Boarding staff and volunteers

- Work in cooperation with the Development Manager to provide education and promotion about the program
- Work in collaboration with the Executive Director to manage relations with partner organizations
- Track metrics for compilation in CHS board reports; evaluate and report on productivity, spending, and mission fulfillment
- Respond to client concerns, forwarding to Executive Director as appropriate

Community Engagement and Outreach

- Work in collaboration with the Development Manager to create an annual outreach plan
- Attend collaborative community meetings and work as an ambassador of CHS within the community
- Coordinate volunteers for outreach event opportunities
- Work closely with our Hampton Roads sister shelters to further our collective missions

Other Duties

- Assist with budget planning for the volunteer and outreach programs; monitor revenue and expenses throughout the year, providing timely reports
- Contribute to social media content, website content (calendar and blog), e-blasts, and newsletters as appropriate
- Contribute to and maintain internal events calendar
- Assist with distribution of flyers and educational materials
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Participate in development team meetings as needed
- Provide monthly board reports and attend board meetings as requested
- Perform other duties as necessary

Skills and Educational Requirements

- High school diploma or GED required. Bachelor's Degree or other relevant training preferred
- One to three years related nonprofit fundraising experience and volunteer management experience
- Experience (work experience or education) in social work or related human services field is desirable
- Strong public speaking skills and comfort with media appearances are required
- Experience with volunteer management software is strongly preferred
- Confidence using computer systems and learning new software
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Strong written and oral communication skills
- Strong understanding of social media platforms, primarily Facebook, Instagram, and Twitter
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment

- Excellent attention to detail; organization skills, and ability to multitask

Physical and Time Demands

- Flexible working hours including evenings and weekends - regular schedule except around events and certain campaigns
- Ability to work in a fast-paced setting with distractions
- Ability to work remotely
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 25 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS adoption van (Dodge Sprinter)

Salary and Benefits

\$15.50 - \$17.50/hour. We are flexible to a reasonable degree in creating an ideal work schedule for this position. Most Saturdays are required to meet the needs of the organization.

Part-time benefits include a flexible work schedule, incorporating some remote workdays, if appropriate, a retirement plan with company match, and at-cost veterinary care for personal pets.

Full-time benefits also include health, dental, and vision plans, paid time off, and paid holidays.

To apply, submit a cover letter, resume, and professional references to
Director@chesapeakehumane.org