

The New London Homeless Hospitality Center is looking for a
Volunteer Coordinator

Working under the direction of the Executive Director, the Volunteer Coordinator works to increase the engagement of volunteers with the work of the New London Homeless Hospitality Center (NLHHC). The Volunteer Coordinator is responsible for assuring volunteers know about NLHHC, hear back quickly in response to an inquiry, are matched with appropriate work, have the training they need to do their assigned task and feel appreciated and knowledgeable once they begin volunteering.

Recruit and Place New Volunteers

- Continually update volunteer needs on websites and other recruitment vehicles.
- Meet with potential volunteers.
- Maintain an inventory of HHC volunteer needs.
- Screen volunteers and provide basic orientation.
- Maintain “job descriptions” and manual for each major volunteer position within HHC.
- Match volunteers to appropriate positions within HHC.
- Provide initial job-related training for all new volunteers.

Support the Work of Existing Volunteers

- Maintain comprehensive database of existing volunteers including organizations they are part of.
- Maintain volunteer email list.
- Maintain detailed roster of where volunteers are assigned and their hours.
- Check on volunteers at least bi-weekly—ask staff for feedback. Provide feedback to HHC staff and management.
- Manage the use of guest support through the chores process.
- Manage the on-line “food calendar”.
- Manage the resource guide used to support help desk volunteers.
- Intervene where volunteer assignment is not working out.
- Produce weekly update for volunteers. (Be sure volunteers on the phones are not caught unaware of important updates.)
- Produce monthly volunteer email communication in conjunction with the communications consultant.
- Implement volunteer appreciation events as specified in communications strategy.

Special Projects

- Organize one-day volunteer opportunities for faith communities, schools, civic groups and other organizations.
- Recruit organizations for service projects.

New London Homeless Hospitality Center

- Assist organizations interested in running fund drives to collect supplies and other in-kind donations including providing thankyou's and publicizing their efforts on HHC media.

Qualifications: Ability to work independently, strong organizational skills, familiarity with social media and outstanding interpersonal skills are critical. Experience with volunteer management a plus.

Compensation: This is a 32 hour/week position with a beginning salary of \$10-\$13/hour based on experience. For individuals desiring full time employment, additional hours are available providing support at the nighttime emergency shelter.

To apply please forward cover letter and resume. In your cover letter, please specifically address the way your skills and experience address the requirements of the position. Responses may be submitted to:

Catherine Zall
Executive Director
New London Homeless Hospitality Center
P.O. Box 1651
New London, CT 06320

Or by email at czall@snet.net