

PREGNANCY ASSISTANCE CENTER NORTH

Job Description

Job Title: Volunteer Coordinator

Hours: 36 hours/week

Reports To: Executive Director

Oversee the recruitment, onboarding, training, recognition, and support of all volunteers throughout the ministry for both centers and Thrift Store.

Duties include (but are not limited to):

Recruitment

- Coordinate volunteer orientations including scheduling orientation dates, leading orientations, gathering potential volunteers' paperwork, etc.
- Identify church and community events across PACN's service area to raise awareness and yield new volunteer prospects. Develop a yearly calendar of the most fruitful events to assure coverage year to year.
- Identify and maintain core resources needed to engage with volunteer prospects (literature, models, sign-up cards).
- Assist senior leadership with the oversight of a "speaker team" who are trained and prepared for events and church presentations ensuring they have up-to-date data points and key messaging.

Screening

- Oversee phone screening of potential volunteers for risk management purposes.
- Perform background checks of potential volunteers with all sources.
- Perform reference checks (of at least 3 individuals (pastor, former manager, coworker, friend))
- Schedule and oversee site visits to screen for commitment to the pro-life and Christian tenants of the ministry.

Onboarding

- Ensure that each volunteer completes an application, criminal background check, undergoes the appropriate training for their role, and completes an onboarding checklist. Ensure the efficient and effective onboarding of volunteers to minimize the amount of time from an expressed interest to actively volunteering.
- Work with Sr Director of Programs to develop an onboarding checklist and volunteer manual that assists volunteers in feeling confident of responsibilities.
- Review ongoing training process with senior leadership to address concerns, deficiencies, and other issues as they arise.
- Manage adding and deleting volunteers from email groups, internal communication tool: BAND, key card system, etc.

Ongoing enrichment training

- Develop and implement opportunities throughout the year to enrich volunteer skills and provide key insights related to their role, i.e., Preborn Invitation training with Gospel sharing techniques, TPCN training and opportunities, human trafficking, share updated community statistics or generational insights, etc.

Training and Compliance

- Become fully trained on all areas of TPCN, Genesis and HIPPA to be a client care manager and successfully support and train all volunteers.
- Ensure each Spiritual Mentor is trained within 30 days on Preborn’s Invitation and then once yearly.
- Ensure each new CCM volunteer is trained and certified on TPCN, HIPPA and Genesis within 30 days.
- Ensure that the required TPCN mid-year and end-of- year training requirements are met.
- Ensure yearly HIPPA requirements are met (oversight, not content expert).
- Ensure yearly training on Privacy Policies and Procedures, including Thrift Store.
- Ensure yearly background checks are run and documented.
- Maintain 3-year history on all compliance documentation related to TPCN.
- Know how to reset passwords for volunteers for Athena, Genesis, TPCN, etc.

Recognitions

- Develop and oversee the recognition of volunteers in the spring and Christmas.
- Develop and maintain a volunteer birthday calendar.

Maintain files of volunteers

- Maintain the system of record for all volunteer files and regularly distribute updated contact information to all of the appropriate parties in the centers, administrative areas and thrift store.
- Manage volunteer schedule including coverage when volunteers are on vacation, etc.

Due to COVID-19 Impact on ministry demands, PACN reserves the right to repurpose the position to meet the needs of our clients.

Employment is At-Will

In the event an offer of employment is extended, you certify your understanding that your employment will be on an at-will basis, and neither you nor any PACN representative have entered into a contract regarding the terms or the duration of your employment. As an at-will employee, you will be free to terminate your employment with PACN at any time, with or without cause or advance notice. Likewise, PACN will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advance notice. This offer is pending completion of successful background and personal reference checks.

I HAVE READ AND UNDERSTAND THE ABOVE JOB DESCRIPTION.

Employee Signature

Date

Supervisor Signature

Date