



TESSA JOB DESCRIPTION

JOB TITLE:	Volunteer & Donor Relations Coordinator
REPORT TO:	Community Engagement Manager
TIME REQUIREMENT:	Full Time (Exempt)

SYNOPSIS: The Volunteer & Donor Relations Coordinator is responsible for the coordination of TESSA's Volunteer Services Program: recruiting, pre-screening, training, and providing ongoing support of volunteers and undergraduate interns while maintaining all pertinent records. They are also responsible for assisting the Development Team and other programmatic efforts through facilities maintenance, special events support, and donation processing. The Volunteer & Donor Relations Coordinator is responsible for assisting the Development Team in implementing fund development activities to include CRM software management, donor tracking, and donor communications as well as assist in grant tracking and reporting. This position requires strong organizational skills and an ability to prioritize as well as multi-task. Fund development and donor cultivation is essential to the overall success of the organization and therefore it is imperative that the person in this role be dedicated to providing the support needed by the Development Team to assist in securing the resources necessary for providing support to victims of domestic violence and sexual assault.

RESPONSIBILITIES:

Volunteer Management

- Recruits high quality volunteers and groups with a focus on specific skills that will enhance TESSA's client services, administrative functions and overall organizational development
- Interviews and pre-screens all prospective Volunteers
- Manages enrollment process for volunteers
- Develops and keeps up-to-date volunteer materials and communications
- Performs quarterly volunteer surveys to active and inactive volunteers to maintain volunteer engagement and retention
- Coordinates volunteer appreciation event(s) and recognition efforts in collaboration with Program Managers
- Identifies and develops an appropriate Volunteer Tracking Program, guide its implementation, and act as a resource for the agency on the utilization and functionality of the program
- Maintains, compiles and distributes monthly statistics and reports for the Volunteer Services Program, including direct-service, administrative, and training hours for internal usage and grant purposes
- Maintains accurate and timely files on all volunteers
- Assists program staff with supervision and/or disciplinary action of volunteers.
- Acts as a liaison between TESSA staff and volunteers, as well as TESSA and community partner organizations
- Builds and maintains relationships with both volunteers and community partner organizations through ongoing communications, 1:1 interactions, and recognition efforts.
- Coordinates requests for external group volunteer activities and community service fulfillment.
- Builds and maintains relationships with key community partners in order to enhance the Volunteer Services Program (e.g. Center for Nonprofit Excellence, regional universities, etc.)
- Supports program managers in Internship programs



Volunteer Training

- Develops, coordinates, and implements TESSA's 36-Hour Confidential Victim Advocacy Training (currently held 3 times per year)
- Evaluates TESSA's volunteer training program on an ongoing basis, identifies opportunities for improvement, and works with agency staff to implement changes as needed.
- Develops, coordinates and communicates continuing education opportunities to all volunteers.
- Oversees and guides internal staff volunteer engagement workgroups in order to ensure the Volunteer Services Program's efforts are well-defined, collaborative, communicated agency-wide, and well executed
- Works with Program Managers on an ongoing basis to ensure adequate volunteer services' resources that meet program and agency needs

Donor Relations Assistance

- Maintain and keep up to date our donor database Bloomerang
- Connect with our High-Level Donors by email, phone, or other communications
- Work with the Community Engagement Manager to develop an understanding of the functionality of the software program and utilizes it to streamline or improve donor data management
- Organize Donor Appreciation Luncheons or Meet N Greets Biannually
- Work with development team to create and report on measurable objectives to assess outcomes of position with regard to accuracy of donor records

In-Kind Donation Coordination

- Manages or works with volunteers on the Donation Room, advocacy hallway donation storage
- Manages and maintains donation drop-off schedule of in-kind items
- Coordinates intake, storage, organization and distribution of all in-kind donations
- Collaborates with Community Engagement Manager and other program managers to ensure needs of programs, clients and the organization are met

Development Department and Special Events Assistance

- Understands department objectives and how they relate to the goals of the agency
- Assists in community presentations and tabling events on behalf of the Development Department as a representative of TESSA and community advocate
- Assists in the receiving and processing of donations
- Assists in the planning, coordination, and execution of special fundraising events
- Assigns volunteers to development specific jobs and responsibilities as needed
- Coordinates the planning and execution of the annual Holiday Shoppe event

Facilities Maintenance Assistance

- Processes requests for office supplies and equipment needs
- Coordinates the maintenance of external building and grounds acting as a liaison with Myron Stratton staff
- Coordinates the internal building maintenance with program staff and outside representatives
- Organizes and upholds the internal building of décor and space
- Assigns maintenance responsibilities to volunteers and volunteer groups as needed
- Keeps supply closets organized and stocked for staff
- Responsible for other duties that fall under facilities maintenance as assigned by supervisor



Cultural Inclusivity

- Deliver programs and services in a manner that is respectful and sensitive to the client's, donors, and/or volunteer's cultural experience.
- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of, and interactions with, individuals who are diverse from ourselves.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed organizational policies & procedures.

Other

- Committed to TESSA's mission, vision, and operational philosophy
- Identifies, removes and prevents discriminatory barriers in services
- Attends all relevant staff meetings, trainings, and in-services as assigned
- Responds to inquiries with support, information and referrals
- Schedules and coordinates arrangements for meetings, conferences, etc.
- Writes meeting minutes at all team and committee meetings as assigned
- Acts responsibly and respectfully as a TESSA representative to cultivate partnerships in the community
- Responsible for other duties and projects as assigned by supervisor

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in human services, business management, or relevant field preferred; or 1-2 years experience in volunteer management or human services; or equivalent combination of education and experience may be considered
- At least one year of experience in supervisory role preferred
- Excellent organizational, communication (verbal and written), problem solving, and interpersonal skills
- Articulate and experienced public speaker
- Ability to work well under stressful circumstances and adhere to deadlines
- Ability to prioritize and coordinate multiple projects while maintaining an eye for detail
- Ability to foster teamwork: Work cooperatively and effectively with others to understand need, set goals, resolve problem, and make decisions that enhance organizational effectiveness
- Strong command of Microsoft suite, social media, marketing and online design programs
- Ability to empathize, encourage and guide
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care
- Ability to read, write and speak in English



Safe place. Safe families. Safe future.

- Fluency in Spanish and/or ASL preferred
- Must be willing to complete and able to pass background and child abuse and neglect history checks
- Ability to on occasion lift up to 50lbs
- Available to work evenings and weekends as necessary
- Valid driver's license and car insurance with reliable transportation

TESSA is an equal opportunity employer.

**To Apply Please Visit
www.TESSAcs.org/about-tessa/employment
Interviews will start September 9, 2021.**