

TESSA JOB DESCRIPTION

JOB TITLE:	Volunteer Coordinator
REPORT TO:	Development Director
TIME REQUIREMENT:	40 hrs/wk, Full Time, Non-Exempt
PAY RATE:	\$17.79 per hour

SUMMARY: The Volunteer Coordinator oversees all aspects of TESSA's Volunteer Services Program, including recruiting, screening, training, scheduling, and supporting volunteers and interns. This role ensures volunteers are meaningfully engaged, well-prepared, and recognized for their contributions. The Volunteer Coordinator also supports development and program staff through event coordination, donation processing, and community outreach, while maintaining accurate records and reporting on volunteer impact.

KEY RESPONSIBILITIES:

Volunteer Recruitment & Engagement

- Recruit diverse volunteers and groups with skills that enhance client services, administrative functions, and organizational development.
- Build and maintain community partnerships with universities, civic groups, corporate teams, military groups, and faith-based organizations to expand the volunteer pipeline.
- Conduct screening, interviews, and enrollment for volunteers and interns.
- Manage volunteer communications, recognition efforts, and appreciation events, including ongoing recognition through newsletters and social media.
- Serve as liaison between staff, volunteers, and community partners to ensure clear communication and positive engagement.

Volunteer Training & Support

- Coordinate TESSA's Confidential Victim Advocacy Training (twice per year), working with internal experts to ensure content accuracy.
- Provide continuing education opportunities and track compliance with training requirements.
- Support program managers in internship programs and volunteer supervision, including disciplinary action if needed.
- Serve as liaison between staff, volunteers, and community partners to ensure clear communication and positive engagement.

Program Management & Data Tracking

- Oversee use of volunteer management software to track recruitment, scheduling, hours, and impact.
- Compile and distribute monthly reports on volunteer hours, training, and program contributions for internal use, grant reporting, and storytelling.
- Gather and share volunteer impact stories and outcomes to support grant applications, marketing, and donor stewardship.
- Track and report on volunteer-to-staff pipeline.

Development & Events Support

- Assist in planning, coordinating, and executing special events, including recruitment and management of event-day volunteers.
- Support donation processing and stewardship efforts, such as organizing volunteer thank-you calls and notes to donors.



- Represent TESSA at tabling events, community presentations, and outreach opportunities.
- Coordinate the annual Holiday Shoppe event and external group volunteer activities.

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, nonprofit management, or related field preferred; or 1–2 years' experience in volunteer coordination or human services.
- Experience in a supervisory role preferred.
- Strong organizational, communication (written and verbal), and interpersonal skills.
- Ability to prioritize multiple projects and meet deadlines in a fast-paced, emotionally demanding environment.
- Proficiency in Microsoft Office Suite, volunteer management software, and online engagement platforms (social media, digital marketing).
- Public speaking and community outreach experience required.
- Must pass background and child abuse/neglect checks; valid driver's license and reliable transportation required.
- Ability to work evenings and weekends as needed and occasionally lift up to 50 lbs.

TESSA is an equal opportunity employer.