

**Sacramento Steps Forward
Volunteer and Training Coordinator
Job Description**

Job Title: Volunteer and Training Coordinator
Department: Continuum of Care (CoC)
Reports To: Chief Planning Officer
FLSA Status: Non-Exempt

Summary: The Volunteer and Training Coordinator is primarily responsible for providing administrative support and coordination of volunteer and training program activities for the Sacramento Continuum of Care (CoC) and Sacramento Steps Forward, which oversees the CoC. This position requires frequent communication with internal staff members and external partners, stakeholders, community members and other CoC representatives. The Volunteer and Training Coordinator assists the Chief Planning Officer to help maximize volunteer engagement and support internal and external training needs. The goal is to ensure capacity for successful partnerships and deployment of volunteer resources.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

Volunteer and Training

- Review and analyze potential volunteer and training opportunities and make recommendations for initiatives, projects and outreach efforts; provide strategic support and alignment across departments;
- Advance and increase the effectiveness of all current volunteer and training initiatives and outcomes;
- Represent Sacramento Steps Forward within the community and at designated events, including participation in public meetings and forums;

Volunteer

- Establish a rapport with the volunteers, staff, and communities served; visit service sites and field locations, as safety permits;
- Research regional and national best practices for volunteer support and coordination;
- Communicate effectively all information, policies, procedures, regulations and relevant changes to volunteers;
- Respond to immediate or delayed concerns, issues or situations raised by volunteers, staff or community members;
- Be available to volunteers throughout the work day, either in person or via phone and email;
- Answer all questions posed by volunteers; escalate questions or issues to the Chief Planning Officer, as appropriate;

Training

- Organize, track, and archive meeting and training packets;

- Provide general program support and coordination to include assisting with event planning and coordination;

Administration

- Administrative support;
- Assist with the information flow for volunteers, stakeholders, and staff;
- Respond promptly to all incoming communications and requests for information;
- Work collaboratively with Chief Planning Officer, CoC Board members, committee members, and partnering agencies;
- Attend all required SSF internal staff and management meetings;
- Comply with all job requirements, duties and responsibilities, as written herein and as directed by the Chief Planning Officer.

Knowledge, Skills, Abilities:

- Must be able to exercise excellent independent judgement;
- Ability to prioritize required workload, which includes programmatic and direct administrative work;
- Knowledge and understanding of individuals experiencing homelessness and their associated needs;
- Strong verbal and written communication skills, ensuring that all correspondence is written in a professional manner;
- Strong work ethic and ability to work independently;
- Exercises patience during all interactions;
- Works well under pressure to meet multiple, competing deadlines;
- Demonstrates professional and cooperative behavior with colleagues and supervisors at all times;
- Ability to lead volunteers in complying with all written and stated Sacramento Steps Forward policies and procedures, as well as any directions given by the Chief Planning Officer;
- Ability to get along and work effectively with others;
- Experience working with a large diverse workforce of people with different cultures, backgrounds, and opinions;
- Regular, predictable attendance is required;
- Ethical leadership capabilities and commitment to promoting a healthy team environment.
- Experience working with and in providing direct homeless services to clients in Sacramento County preferred;
- Knowledge of available social services in Sacramento County, as well as how to access them preferred;
- Knowledge of housing options for individuals experiencing homelessness in Sacramento preferred;

Supervisory Responsibilities: This position does not include any supervisory responsibilities.

Measures of Performance: The Volunteer and Training Coordinator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. **Critical Thinking** – Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
2. **Judgment and Decision Making** – Considers the relative costs and benefits of potential actions to choose the most appropriate one.
3. **Dependability** – Can be relied upon to handle a fair workload, meet deadlines and commitments, and accept responsibility for actions.
4. **Quality of Work** – Demonstrates concern for the accuracy and quality of work, and takes steps to correct mistakes and improve the overall product.
5. **Communication** – Organizes and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information.
6. **Cross-Cultural Sensitivity** – Is aware of differences and is sensitive to the needs of different cultures; Modifies behaviors and communications to accommodate these differences.
7. **Problem Solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
8. **Teamwork** – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; listens and responds constructively to other team members' ideas; offers support for others' ideas and proposals; is open with other team members about his/her concerns; expresses disagreement constructively.
9. **Organizational Support** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.
10. **Planning/Organizing** – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
11. **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience: High school diploma required; Associate's Degree (AA) or Bachelor's Degree (BA) highly desired or equivalent from two-year college or technical school; or, equivalent

combination of education and experience. Any questions regarding educational or experiential qualifications can be directed to the Chief Planning Officer.

Language Skills: Ability to read and interpret documents such as safety rules, instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of clients or employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to stand, walk, use hands to finger, handle, and feel, and reach with hands and arms, talk and hear. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.