Volunteer Engagement Coordinator

About God’s Love We Deliver

For people living with severe illness in the New York City metropolitan area, God’s Love We Deliver provides nutrition therapy, and cooks and home delivers medically tailored meals. We are a non-sectarian organization. All of our services are provided free to clients and full of love.

About the Role

The Volunteer Engagement Coordinator is responsible for assisting with recruiting, training, managing & recognizing the efforts of our volunteers. The Volunteer Engagement Coordinator also manages the communications to and coordination of certain volunteer streams including large groups and VIPs as well as expanding our Young Hearts programming for kids of all ages.

The start time for this Exempt role is 6:00 a.m., Monday through Friday.

Position Objectives and Expectations

Volunteer Recruitment and Orientation

- Ensure volunteer shifts are adequately staffed
- Conduct and/or arrange for volunteer orientation and training daily
- Maintain Volunteer Service Descriptions for each volunteer assignment in Volunteer Hub
- Organize, assist and participate in volunteer parties and other special events
- Maintain accurate records in VolunteerHub and provide timely statistical and activity reports on volunteer participation
- Ensure all volunteers understand, and are heeding, volunteer work requirements and the volunteer code of conduct
- Interview and place applicants for volunteer work
- Host and attend recruiting events within the community to attract qualified volunteer candidates
- Develop and maintain relationships with other volunteer organizations
- Provide ongoing support and guidance for volunteers

Special Events/Holiday/Project Management

- Assist in planning for God’s Love’s major events including the holidays by defining volunteer needs, sourcing extra recruits and managing the project in VolunteerHub
- Develop volunteer communication materials and guidelines to be used for events sponsored by God’s Love
- Represent the agency at events sponsored by God’s Love and its outside affiliates/partners
- Contribute articles to the God’s Love’s volunteer special delivery website

About You:

You are highly self-motivated and empathetic, a ‘people person’ with a strong desire to support our mission. You thrive in a fast-paced and dynamic environment.

In addition, the right candidate meets the following requirements:

- Associates Degree or above
• 2-3 years of experience in a Customer Service Environment
• Experience supervising a volunteer workforce preferred
• Must have strong interpersonal communications skills, demonstrating cultural competency and the ability to communicate effectively with a diverse group of constituents
• Must have strong presentation skills and be comfortable speaking in front of large groups
• Team player committed to the mission of God’s Love We Deliver
• Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
• Experience in VolunteerHub a strong plus

Interested in Applying for this Role?