

**JVC NORTHWEST POSITION DESCRIPTION 2024-25**

<b>Position title: Volunteer &amp; Guest Activities Coordinator</b>	
Partner agency name: Family Promise MetroEast	Program name: Family Promise of Metro East
<p><b>Brief position description:</b> Family Promise of Metro East is seeking a Volunteer &amp; Activities Coordinator to build the capacity of our new shelter program in NE and SE Portland which serves families experiencing homelessness. The dynamic and mission-drive individual in this role will serve by recruiting, training, and onboarding new volunteers. The coordinator will have the opportunity to learn about the strengths, interests, and passions of volunteers and how to leverage those unique talents to build an activity program for guests that boosts joy while in shelter and helps families return to stable housing. This position is key to our vision of giving individuals and families in our community a tangible opportunity to be part of a community-based solution to ending homelessness.</p>	

**Service Focus & Impact**

**Type of Service:** Volunteer Coordination (Capacity Building)

**Service Impact Area:** Capacity Building

**Primary Service Area Focus:** Houselessness/Housing Services

**Additional Service Area Focus:** Family Services/Abuse Prevention, Homelessness/Housing Services, Social Services

**Populations Served in this role:** Children and Families, Individuals experiencing housing instability and/or houselessness

**Address(es) where service will be performed:** 4837 NE Couch St. Portland, OR 97213-2913

**Daily Commute:** Placement site is accessible by public transportation (Agency covers cost for service related activities within the service day but not commute cost).

**Service Schedule:**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9:00 am to 2:00 pm	9:00 am to 5:00 pm	12:00 pm to 8:00 pm	12:00 pm to 8:00 pm	9:00 am to 5:00 pm	No Service	No Service

**Position Duties & Tasks**

**A Day in the Life of the JV/AmeriCorps Member:** An average day may start with popping into the Family Day Center to say good morning to our families and inquiring about their evening and how any activities that might have been organized for the night before went. Then they may sign onto their computer and check email and voice mails. At this time, they might also check upcoming volunteer schedules and activities and contact volunteers to sign up for upcoming volunteers shifts. We anticipate at least one meeting a day with prospective partners or volunteers after the first few weeks of research and outreach. This may be virtual, at the Family Day Center, or at another location. Then they may go back to their computers to do research on potential congregations or other organizations for host sites or support groups. They may also post or update volunteer opportunities on a variety of volunteer recruitment websites. And of course they will spend time writing thank-you letters, or checking in on a volunteer who had recently volunteered to see how it went and tell them how important their service is to helping our guests. The day will include additional interacting with guests in our shelter program (who are at the Family Day Center between 7:30 - 5:30pm when they are not at work or at school) and managing volunteers to deliver activities on-site at the Day Center. The individual in this role will meet weekly with the Executive Director for supervision and training opportunities. They will also meet once a week with the Family Navigator to coordinate volunteers and activities for the guests. It is a small team with an open-door policy, so the person in this role will have ready access to both staff members to troubleshoot, get advice, or brainstorm as needed. We anticipate multiple phone calls/emails/meetings with current volunteers each day to coordinate activities and shelter services.

**Performance Measure Category: Capacity Building**

<b>Essential Tasks</b> <i>the tasks or duties that are fundamental and critical to the performance of this position.</i>	
40%	The JV/AmeriCorps member will be responsible for Host and Support Congregation/Group and Volunteer Recruitment – Through emails, phone calls, meetings, presentations, and tabling, this person will identify new individual volunteers, host and support organizations to join the Family Promise of Metro East network. This role will include public speaking and creating outreach materials to aid in the task. It will also include research to build prospect lists of potential partner organizations.
10%	Volunteer training and onboarding - As new volunteers are identified, the JV/AmeriCorps member will partner with the Board and Executive Director to train and onboard new volunteers. The JV will utilize training resources provided by Family Promise and Family Promise of Metro East and adapt them to meet the needs of our organization and volunteers. This task also includes data entry to ensure volunteer information and hours are collected and tracked accordingly.
20 %	Volunteer Coordination- The JV/AmeriCorps member will be responsible for coordinating volunteer activities that are not coordinated by the Host or Support Congregation/Groups. This might include scheduling and providing training, scheduling and oversight to volunteers at the Family Day Center, volunteers who volunteer off-site, such as those who do data-entry and website management and volunteers who are not associated with a host or support site group but volunteer for one or the evening or overnight shifts. It will also include scheduling volunteer drivers who transport our guests to and from the host sites and Family Day Center.
20%	Guest Activity Coordination - Through networking and outreach to our existing and new volunteers, identify and schedule volunteers to plan and execute activities to support our guests. This will be guided by feedback from guests and our guest services committee and include social or fun activities and educational activities. Activities will be primarily done during the day at the Family Day Center but may also be activities planned by host and support partners at the overnight site. Activities can be focused on the children in our program or activities more suited for the adults. The JV/AmeriCorps member may also lead some of these activities themselves.
5%	Volunteer Appreciation - The JV/AmeriCorps member will lead volunteer appreciation including thank you notes, phone calls, and other activities. This includes a call or email to new volunteers after their first volunteer shift to ask the about their experience, if they have any questions, troubleshoot any concerns, etc.
<i>Other essential responsibilities: complete and submit in a timely manner all JVC Northwest/AmeriCorps required reports and time sheets; participate in JVC Northwest/AmeriCorps sponsored orientation, service days, and retreats; and otherwise comply with the JVC Northwest Covenant, Drug and Alcohol Policy, and Member Contract.</i>	

<b>Marginal Tasks</b> - activities seldom or intermittently performed; The position doesn't exist to perform these tasks & their removal wouldn't fundamentally alter the nature, purpose, or result of the essential tasks.	
5%	Data Entry - ensuring Volunteers are entered into the database, Janitorial duties, encouraging our family guests to leave the Family Day Center clean when they leave for the evening and doing minor cleaning and straightening up themselves.

**Position Requirements, Certifications & Trainings**

<b>Education</b>	<b>Required Education:</b> Associate's Degree or Some College	
<b>Language Skills (other than English)</b>	<b>Spanish Language Requirement:</b> No requirement other than English <b>Spanish Language Preference:</b> Level 3 or 3+ <b>Additional Preferred Languages:</b>	
<b>Driver's License and Vehicle</b>	<b>Driver's License Required:</b> No <b>State of Issue Requirement:</b> <b>Nature of Driving (frequency, distance, etc.):</b> <b>Vehicle Requirement:</b>	
<b>Additional Certifications</b>	<b>First Aid/AED/CPR:</b> No <b>Mandatory Reporter:</b> Yes	<b>Other Certifications:</b>

**REQUIRED experience, qualities, or specialized training:** Experience with Microsoft Office products, email, scheduling, Google products. Detail oriented. Outgoing and ability to connect with people from a wide variety of backgrounds; public speaking experience.

**PREFERRED (not required) experience, qualities, or specialized training:** Bachelors in Social Work, Community Development or other related field a plus; Strong Public Speaker; Strong writing skills. Bilingual in Spanish; experience working with people experiencing homelessness; experience with updating websites and working with Canva or other graphic design software is a plus as is experience with data entry.

**Specific physical and mental performing elements:** Organizing and Coordinating schedules; Using a database including data entry and pulling reports; Scheduling using an online calendar program and virtual meetings; Public speaking including creating and giving presentations; Tabling; One-on-one meetings; Presenting to the Board of Directors or writing update memos to the Board; Researching prospective partners and volunteers; Problem-solving; Identifying and creating appropriate activities for our family guests. Could include lifting and carrying supplies that are 20-30 pounds such as printer paper or displays for tabling.

**Equipment use:** Frequent use of the telephone (text and calls) and Computer (email, Google Workspace, Salesforce, Canva, PowerPoint, Microsoft Office, Zoom or related meeting software). Consistent use of copier and printer.

**Special conditions of service and frequency (if any):** We are a shelter program and guests often have hard days or unexpected things come up. Managing volunteers includes the ups and downs of volunteers who do not show or whose experience doesn't match their expectations. Recruiting volunteers often requires patience and there will be folks who tell you no. You have to be able to move through those no's and regroup if a plan is not working.

**Dress code/attire** (Note: All JVs serving in AmeriCorps placements are expected to wear the AmeriCorps logo daily, on a pin, T-shirt, or jacket. JVs will be given these items at Orientation.): Our culture is casual attire. Employees are permitted to dress in comfortable, informal, clean clothing. At presentations or appointments more business/professional attire could be appropriate.

*Programs participating in the JVC Northwest AmeriCorps Program will not discriminate in the selection and participation of AmeriCorps members based on race, color, religion, sexual orientation, military discharge, sex, national origin, age, disability, or any other characteristic unrelated to the ability to perform the essential functions or basic tenets of programs participating in JVC Northwest AmeriCorps, or any bona fide occupational qualifications.*