**Nashville Humane Association**

**Job description**

Job Title: Volunteer Coordinator

Reports to: Operations Manager

Hours: Full Time position

Rate of Pay: $45,000 - $55,000

Requirements:

* Bachelor’s Degree, or educational equivalent.
* 2+ years of professional experience with volunteer management.
* Additional experience working with the public, developing and maintaining excellent relationships to support goals/mission, a plus.
* Qualified candidate will be a “people” person first who is adept at speaking to, organizing and managing groups of individuals.
* Additional professional experience may be considered as replacement for degree, specific to volunteer management or social/organizational enterprise. Should possess strong collaboration, organization, oral & written communication, time management and project management skills. Basic computer experience including MS Office suite and social media platforms. Able to work flexible hours including some nights, weekends, holidays.

The Volunteer Coordinator at Nashville Humane is someone who knows and understands the meaning of ‘volunteer spirit’ because they’ll be coordinating and interacting with approximately 1,500 active pet- loving people who give their time and effort to some awesome shelter pets. Our ideal special someone for this position is a “people” person, detail-oriented, a bright go-getter with a great attitude, and is ready to help us end animal homelessness. Do you like herding cats? Well, this is like that, only it’s more like herding people for the cats (and dogs)! Checklists. Spreadsheets. Organizing lists and people.

Taking a problem and tackling it head-on. If those things sound like fun to you, then this is your job! And as an added perk, you get to help make a little positive change in this crazy world… all while holding a few snuggly puppies and kittens along the way.

JOB TASKS:

VOLUNTEER MANAGEMENT – (80% job tasks/time)

* Work with Operations Manager, Executive Director, and other appropriate staff, to develop, implement and execute the strategic Volunteer Program outreach and execution plan for NHA, including annual, monthly and weekly objectives. Regular status reports. Formulate and recommend strategies to expand and improve operations.
* Responsible for providing shelter staff with appropriate placement of volunteers including but not limited to animal care, fundraising, educational endeavors, foster care, transportation, building and grounds needs, marketing, promotional, major, small and community events.
* Responsible for recruiting, training, and scheduling volunteers. Additionally responsible for driving new volunteerism, engaging new volunteers, retaining current volunteers, and maintaining effective relationships with community volunteer organizations.
* Assist when volunteer concerns arise. Be a central point of contact for all volunteers and volunteer-related questions and activities.
* Create and execute volunteer orientation meetings at ideal times to leverage peak volunteer engagement. Create and execute volunteer training sessions to ensure that volunteers meet the appropriate requirements for animal care and shelter safety standards. Collaborate with

Marketing Team to ensure meetings and events are adequately promoted on appropriate channels.

* Create and execute a Volunteer Program tiered experience system which will progressively allow volunteers to engage with tasks of greater responsibility as they progress through the tiered experience system.
* Manage tiered experience-based Volunteer system that allows volunteers to have progressive levels of shelter roles and responsibilities.
* Develop and maintain NHA Volunteer Handbook and other informational guides, tutorials, and collateral materials as necessary.
* Develop and maintain NHA Volunteer Database which will track volunteer efforts, time, volunteer contact information, and engagement. Prepare a monthly activity report to be shared with OM, ED and shelter leadership.
* Responsible for all volunteer outreach communications. Communications include, but not exclusive to informational emails regarding shelter needs and events or efforts being made, a quarterly newsletter, volunteer appreciation.
* Develop and maintain in-house volunteer activity task board to allow and prioritize daily shelter tasks for volunteers to execute, especially in the circumstance when the volunteer coordinator is not available to directly assign specific tasks to specific volunteers.
* Create and organize group volunteer events as necessary including corporate giveback days, group volunteer events and other similar activities.
* Collaborates with Events & Outreach Coordinator, OM, ED and other appropriate staff members to ensure that events and other activities are appropriately staffed, and the volunteers are appropriately managed, and tasks are assigned.
* Participate in NHA events to engage the public and drive more volunteerism toward NHA.

Create Volunteer-specific recruiting events and work to expand and improve volunteer participation in all aspects of NHA process.

HUMANE EDUCATION – (20% job tasks/time)

* Work with OM, ED and other appropriate staff, to develop, implement and execute the NHA Humane Education Program outreach and execution plan including annual, monthly and weekly objectives. Regular status reports. Formulate and recommend strategies to expand and improve operations.
* Design, execute, develop, and maintain Humane Education curriculum promoting animal welfare, animal care, importance of spay and neuter, the NHA mission and services, etc. for use at schools, with students, in-house and at other appropriate outreach events.
* Responsible for the execution and presentation of the NHA’s Humane Education curriculum to students, at schools, in-house at NHA, and other public events when appropriate.
* Create and execute outreach communications to engage opportunities for NHA to share its

Humane Education program with students, at schools, and the public when appropriate.

Responsible for the creation and execution of all Humane Education outreach communications.

* Develop and maintain NHA Education Outreach Database including contacts at schools, events, and other outreach areas.
* Collaborate with Media/Communication Team to ensure that Comm. Team members can identify relevant content about events, and Comm. Team members are able to gather content for promotion and recap during events.
* Prepare a monthly activity report to be shared with OM, ED and shelter leadership regarding the current Humane Education events, future schedule, progress and suggestions for process and program improvement.

Additionally, this position may be responsible for other duties as assigned though not specifically numerated above and for all duties specifically delegated by the Operations Manager and Executive Director.