



Volunteer Coordinator

Double H Ranch

Job Title: Volunteer Coordinator

Location: Lake Luzerne, NY and remote work as needed

Reports to: Volunteer Director

Team: Operations Team

Salary: Ranges from \$700-\$750 per week

Mission

The mission of the Double H Ranch is to provide specialized programs and year-round support for children and their families dealing with chronic and life-threatening illnesses. The Volunteer Coordinator will work with our Volunteer Director as a member of the Operations Department to ensure that volunteers' experience at Double H is as fun, meaningful, and safe as possible.

Team Overview

The Operations team is responsible for implementing all programs that impact campers and families. The main goals for the Operations team are to provide engaging, safe, and intentional programs for our campers, families, volunteers, and paid staff members. As a team we are focused on teamwork, creative ideas and always asking "how does this impact the kids".

In 2021, Double H Ranch is committed to safely providing program for children with serious illnesses. We have evaluated all models of program to determine how and when we can provide onsite programming. In conjunction with local public health, NYS and CDC guidelines and under the guidance of the recommendations of our Medical Advisory Board, we will continue monitoring the COVID-19 situation and require all paid and volunteer staff to be flexible in how we respond to the needs of our population within this context to provide safe fun.

Volunteer Coordinator

Double H Ranch is seeking to hire a temporary, seasonal, full-time Volunteer Coordinator that will run through December 31, 2021. The core purpose of the role is to provide administrative support for all program volunteer efforts including virtual volunteers, summer session volunteers, program volunteers, and family pal volunteers. The Volunteer Coordinator will need the ability to work flexible hours, remotely or in person, in response to changing priorities and to assist on evenings and weekends when required. This is a temporary position to help with the post COVID-19 transition. There is a possibility for full-time year-round employment after the temporary period based on program need.

Expectations of Employee

- Responsible for knowing and adhering to Double H's policies and procedures
- Act as a role model within the Double H community
- Maintain a positive and respectful attitude with all staff, volunteers, families, campers and donors
- Communicate regularly with the Volunteer Director about all aspects of the volunteer program
- Provide tours for the general public, future volunteers, and donors when needed
- Demonstrate flexible and efficient time management skills and ability to prioritize workload
- Perform additional duties and responsibilities as assigned by supervisor
- Report any acts of maltreatment, neglect, and/or any other violation of policies immediately to the Director of Operations or HR Director

Main Duties and Responsibilities

- Process volunteer applications, schedule and conduct interviews, process application paperwork including contacting references and confirming acceptable background check results using multiple databases and the Microsoft Office Suite
- Maintain accurate records in a custom Operations database of current and former volunteer involvement according to established data protection and records management procedures
- Keep volunteer correspondence up to date communicating with volunteers using email, Slack, and phone to ensure volunteers are informed and prepared for their assignments
- Coordinate the day-to-day scheduling of volunteers to assure adequate numbers of volunteers for each activity and take initiative in contacting volunteers on the waitlist when necessary
- Respond to volunteer enquiries with information about what opportunities are currently available (depending on eligibility) and how to get involved
- Draft volunteer communication using MailChimp to ensure different groups of volunteers are informed and up to date on their areas of interest
- Administer and process regular feedback surveys and other evaluations
- Track recognition awards, support Volunteers' Week activities, and other appreciation events for volunteers
- Support the Volunteer Director in coordinating and delivering training for volunteers
- Undertake other appropriate tasks as requested by the Volunteer Director

Knowledge, Skills, and Experience

The following range of knowledge, skills and experience are required and should be included in your resume and cover letter.

- Excellent computer skills including Microsoft Suite and experience working with Databases
- Excellent skills connecting necessary technology for trainings and ability to run virtual meetings and programs.
- Excellent communication and interpersonal skills and experience working with a broad range of people
- Comfort with public speaking and working in a public facing environment
- Sound administration skills including record keeping and filing with meticulous attention to detail and accuracy
- Excellent time-management and organizational skills
- Experience of successfully prioritizing tasks in a demanding environment and planning and working under own initiative

How to Apply

Interested applicants should please submit a resume and cover letter to:

Lisa Boucher, HR Director, lboucher@doublehranch.org