



## Open Position Posting

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### **Organization Description:**

Founded in 1988 by Paul Newman, The Hole in the Wall Gang Camp provides “a different kind of healing” to more than 20,000 seriously ill children and family members annually - all completely free of charge. For many of these children and families, Hole in the Wall provides multiple Camp experiences throughout the year at the facility in Ashford, Conn., in more than 40 hospitals and clinics, directly in camper homes and communities, and through other outreach activities across the Northeast and mid-Atlantic.

### **Position Title:**

Volunteer Administrative Assistant

### **Work Schedule:**

Part-time (20 hours/week)

### **Location:**

Ashford, CT – Hybrid

### **Position Description:**

This position will serve as the primary overseer of many volunteer department workflow functions. Working alongside and supporting the Associate Director of Volunteers, this position will focus their efforts on clerical processes, communications, and data resources that fill day-to-day operations. Their efforts will ensure that the Associate Director of Volunteers is able to commit as much of their time and attention as possible to the needs of our volunteer community. This position will work closely and collaborate with the Associate Director of Volunteers to ensure high standards of care and consistency across departments.

### **Our Volunteer Administrative Assistant can expect to...**

- Manage Camp's relationship with its name tag vendor, make necessary orders, and participate in the production of weekend/session/event-specific name tags.
- Oversee transportation arrangements for all volunteers requiring transportation from Hartford.
- Assist the Associate Director of Volunteers with maintaining and updating volunteer web forms, database recordkeeping, email templates, and orientation materials. Troubleshoot and work with database administrators, admissions, and the medical team.
- Support with the preparation of supplies and materials for volunteers before events and ensure responsible parties have those items ahead of time. (nametags, shirts, gifts.)
- Craft and share pre-event volunteer welcome emails one week in advance and follow up with thank-you emails post-event for those who attended.

- Respond to general volunteer email and support website inquiries regarding volunteer opportunities.
- Reach out to prospective residential volunteers and share link for interviews.
- Assist the Associate Director of Volunteers in overseeing the initial and annual completion of background checks, medical forms, and Camp's "volunteer agreement" for all new and returning volunteers.
- Manage summer shirt inventory and order as needed.
- Set up summer volunteers in Openpath (access control software.)
- Maintain and update the volunteer information in the database.
- Attend all required meetings.
- Responsible for knowing and adhering to the policies and procedures contained within the Camp Manual.
- Assist with special projects and perform additional duties as assigned.

### **Our Volunteer Administrative Assistant should have...**

- A degree and/or coursework in related field is desirable, but there is no minimum education requirement.
- The ability to establish positive relationships with a variety of people in multicultural environments.
- Excellent interpersonal communication skills; written and verbal communication skills to diverse internal/external stakeholders, including reports, written communications, and presentation to key audiences.
- Organizational and time management skills.
- A proactive approach to responsibilities with an ability to multi-task and prioritize workday/projects independently.
- A familiarity with key software and database resources (e.g., Microsoft Office, Salesforce or database equivalent, FormAssembly or webform service equivalent, etc.) and adaptable digital skills.
- A sense of humor and the ability to find a balance between focused professional endeavors and unstructured fun.
- An ability to read, understand, and proactively adapt to personalities and work styles interacting and unfolding during active programming.
- A willingness and ability to work a flexible schedule as needed to lead, supervise, or participate in Camp activities.
- A willingness and ability to operate a computer for extended periods with appropriate breaks.
- A valid Driver's license and driving record which meets HITWG insurance carrier requirements.
- A willingness and ability to frequently lift up to 25 pounds.
- Full vaccination against COVID-19, plus booster that meets current medical requirements.

The Hole in the Wall Gang Camp provides a very competitive salary, a generous benefits package, and growth opportunities for high contributors. To apply, please use the provided link. Due to the volume of resumes received, you will be contacted only if there is interest in pursuing your application. No phone calls please.

[Click Here to Apply](#)

The Hole in the Wall Gang Camp is an Equal Opportunity Employer, does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sexual orientation, gender identity or expression, disability, nationality or sex, and is committed to a diverse workforce.