

## **Job Description: Volunteer & Community Engagement Coordinator**

### **Home for Healing**

*Full-Time or Part-Time Position*

### **Position Overview**

The Volunteer & Community Engagement Coordinator is a key member of the Home for Healing team, responsible for managing all aspects of volunteer engagement, community outreach, in-kind donations, social media support, guest relations, and internal scheduling. This role serves as a central point of coordination to ensure smooth daily operations, strong community relationships, and an exceptional experience for guests, donors, and volunteers. The ideal candidate is highly organized, compassionate, detail-oriented, and mission-driven.

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### **Key Responsibilities**

#### **Volunteer Coordination**

- Recruit, screen, onboard, train, and schedule volunteers for daily operations and special events.
- Track volunteer hours and maintain accurate volunteer records.
- Serve as the primary point of contact for all volunteers, ensuring clear communication and support.
- Recognize and steward volunteers to promote long-term engagement.
- Develop and improve volunteer policies, procedures, and systems.

#### **In-Kind Donations & Donation Management**

- Manage all in-kind donations from intake to distribution, ensuring alignment with organizational needs.
- Track donations using spreadsheets and/or donor management systems.
- Coordinate storage, organization, and appropriate use of donated items.
- Write and send timely, personalized thank-you notes and acknowledgments for all in-kind donations.
- Maintain accurate donation records for reporting and development purposes.

- Communicate donation needs to the community and assist with donation drives as needed.

### **Community Outreach**

- Build and maintain relationships with community partners, businesses, faith-based organizations, civic groups, and corporate supporters.
- Represent Home for Healing at community events, tours, and outreach opportunities.
- Assist with outreach initiatives to increase awareness, volunteer engagement, and support for the organization.

### **Social Media & Communications Support**

- Assist with content creation and scheduling for social media platforms and newsletters.
- Capture stories, photos, and highlights of guests, volunteers, and events (with appropriate permissions).
- Support consistent messaging that reflects the mission and values of Home for Healing.

### **Guest Relations**

- Welcome and orient guests to the home, policies, and available resources.
- Serve as a supportive presence for guests during their stay, responding to needs with compassion and professionalism.
- Assist with guest check-in/check-out processes and maintain accurate records.
- Help ensure the home remains a clean, safe, welcoming, and respectful environment.

### **Calendar & Home Coordination**

- Manage and maintain the master calendar for the home, including events, volunteer schedules, meal schedules, and special activities.
- Coordinate with staff, volunteers, and community partners to ensure calendar accuracy and coverage.
- Communicate upcoming events and needs clearly to relevant stakeholders.

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## Skills & Qualifications

- Excellent written and verbal communication skills.
- Strong organizational skills with attention to detail.
- Proficiency in Microsoft Office, including **Excel**; comfort with databases and tracking systems.
- Ability to manage multiple priorities and deadlines effectively.
- Experience with volunteer coordination, nonprofit operations, hospitality, or community engagement preferred.
- Basic social media and content support experience preferred.
- Professional, compassionate demeanor with a strong customer-service mindset.
- Ability to work independently while collaborating closely with staff and leadership.