



Volunteer Coordinator

A Better Way provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any crisis, education and referrals, a suicide hotline, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

Volunteers are an important part of the work we do every day. The Volunteer Coordinator helps build and strengthen that connection by welcoming individuals who want to give their time, talents, and compassion to make a difference in the lives of others.

The Volunteer Coordinator is responsible for recruiting, orienting, and training volunteers and interns, while creating meaningful opportunities for them to contribute to our mission. This position also coordinates weekly schedules for volunteers, students, and designated A Better Way staff to help ensure our programs and services are well supported. The Volunteer Coordinator will also attend community events, speaking to groups and audiences about our mission, volunteer opportunities, and the impact of our work.

This position is full-time and is located in Muncie, Indiana.

Essential duties and responsibilities include the following. Other duties may be assigned. *Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Attend and provide public speaking at community events, groups, organizations, schools, and other institutions to recruit volunteers.
- Interview, screen, train, and appropriately place volunteers.
- Maintain an up-to-date volunteer training manual.
- Communicate with volunteers, students, and professors.
- Coordinate volunteer schedules in collaboration with the Executive Director and Scheduling and Training Coordinator to meet the needs of individual candidates and A Better Way.
- Provide orientation to volunteers and interns.
- Supervise volunteers and interns.
- Perform performance evaluations and provide references for volunteers and interns as requested.
- Create, organize, and maintain volunteer folders, performance evaluations, and records.
- Recognize volunteers, including National Volunteer Week activity, and provide volunteer goodbye/thank you gifts.

- Provide direct service support as needed, including but not limited to, handling 988 Suicide and Crisis Lifeline calls, and interacting with residential clients of A Better Way.
- Perform other related duties as required.

Supervisory responsibilities: Volunteers and student interns report to the Volunteer Coordinator

Work environment: Able to stand and/or walk up to 25% of the time. Able to sit up to 75% of the time. Able to view a computer monitor for 6-8 hours per day. Must be able to lift up to 15 pounds at times.

Education and/or Experience

- High school diploma or equivalent is required.
- Two to three years of experience working with volunteer services, community events, and public speaking preferred.
- Bachelor's Degree in a related field is highly preferred.

Skills and Competencies

- Strong leadership skills and the ability to motivate others while developing friendly working relationships are required.
- Excellent verbal and written communication skills.
- Demonstrated ability to work as a team player while remaining highly self-motivated.
- Working knowledge of computers and systems is required, including and not limited to, Microsoft products such as Word, Excel, and Outlook (or similar product knowledge).
- High level of confidentiality and professionalism are required.
- Valid driver's license with good driving record and proof of insurance required.
- Must have access to private transportation.

The minimum salary for this position is \$20.00 per hour.

Candidates should submit the applications to our website OR Email resume to contact@abwservices.org. Please include "Volunteer Coordinator" in the subject line.