



Employment

Work at RVCC

Full Time, Volunteer Coordinator

Summary of Job Description:

Under the direction of the Executive Director and Clinical Director this position is responsible for the coordination, management, supervision, and evaluation of the Regional Victim Crisis Center's (RVCC) Volunteer Advocate Program. The RVCC Volunteer Program operates under the Comprehensive Victim Assistance Program. RVCC Victim Advocate Volunteers work closely with staff hotline operators to assist with our 24hr crisis hotline, provide medical and legal accompaniment; crisis response and intervention; and referral information and resources for RVCC comprehensive victim advocacy and mental health services for victims and survivors of violence in Abilene and surrounding region. Highly trained RVCC volunteers and interns provide critical support for RVCC program staff in comprehensive direct victim services, violence prevention and community outreach. The RVCC Volunteer Program will be a robust and well-staffed arm of the RVCC to help provide best practice and meet trauma informed standards.

Desired individual will have strong leadership skills and ethics, an understanding of volunteer centric approach and best practices; an outgoing and friendly personality; demonstrated professionalism and tact in communications with a diversity of individuals; strong organizational and time management skills; acute attention to detail and ability to work well with the agency's clinical and leadership team and directors in a crisis setting. This position is based at Regional Victim Crisis Center in Abilene.

Hours: 40 Hrs/Week; Monday-Friday 8:30-5:30; some weekend on call shifts

Compensation: \$30-36K/annual; salary commensurate with experience

Existing Benefits: Health insurance provided, retirement plan, Workers' Compensation, vacation, sick leave, holidays, etc., as outlined in the Personnel Manual. (Existing Benefits are subject to change by the Board of Directors.)

Qualifications and Job Requirements:

Degree in sociology, social work, or leadership and management services highly desired. Experience in public speaking and training. Excellent verbal and written communication skills. Knowledge of (or willingness to learn about) and sensitivity to issues of sexual violence and trauma informed approach. • Excellent verbal and written communication skills. • Strong organizational, problem-solving, and analytical skills; ability to manage priorities and workflow. • Strong interpersonal skills; good judgment, with the ability to make timely and sound decisions.

Duties & Responsibilities:

- **Responsible to further develop, coordinate, and supervise the volunteer program to provide increased access to supportive services for all RVCC victim service and prevention programs.**
- **Recruitment and Community Outreach**
 - **Community outreach and mission education**
 - **Health and volunteer Information fairs and booths**
 - **Faith based and service organization outreach**
 - **Graduate program outreach and faculty coordination**
 - **Marketing: social media, printed materials/brochures, radio/TV**
 - **Adopt volunteer philosophy statement that conveys the value volunteers bring to organization and role they play.**
- **Volunteer Management**
 - **Risk management**
 - **Needs assessment for monthly volunteer calendar/VVA shift coverage**
 - **Coordination of monthly 24hr hotline and crisis response calendar coverage**
 - **Screening, training, orientation, and creating evaluation protocols and tools**
 - **Onboarding: new volunteer/intern packets, organize welcome/networking events**
 - **Volunteer appreciation and recognition planning: birthdays, month, events, gifts**
 - **Volunteer retention strategies: beyond appreciation,**
 - **Motivating and engaging volunteers: Building a volunteer-centric culture**
 - **Provide training and development opportunities that enhance professional and personal life as well as becoming more successful within organization**
 - **Volunteer files, CEUs and recertification record keeping**
- **Program Evaluation, Reporting and Stakeholder Communication plan**
 - **Transparency, consistency, and excellence**

- **Program outcome measures**
- **Supervision and resourcing**
- **Volunteer feedback, suggestions, program recommendation to leadership**
- **Attend community, state and out of state training as assigned.**
- **Support agency events through attendance as appropriate.**
- **Act consistently with agency philosophy and expectations and help promote the same throughout the agency.**
- **Attend weekly staff department meetings and monthly staff meetings and update staff regarding volunteer program and strategies.**
- **Provide backup coverage for all victim services as assigned.**
- **Work as part of the RVCC team in management of best practice 24hr direct victim care.**
- **COI's/Grant Authorities Standards: All personnel adhere to Center Operating Instructions, all policies, standards and operational procedures as set forth by agency policy and grant officials.**
- **Other Duties as Assigned: Supports a harmonious work environment with open communication between Clinical Director, Executive Director and co-workers. Utilizes team approach, performs other duties as needed to ensure healthy agency function.**

Physical demands and working conditions:

- **Physical demands are medium. Some of the work is sedentary. Walking, standing, climbing stairs and operating a vehicle required.**
- **Occasional lifting and moving of moderately heavy supplies.**
- **Hours of duty may vary to meet the needs of the organization.**

Application instructions:

To apply: Send resume and cover letter to both Monica Reid, Clinical Director, monica@regionalvictimcrisiscenter.org and Janey Wawerna, Executive Director janey@regionalvictimcrisiscenter.org NOTE: PLEASE PUT THE WORDS "Volunteer Coordinator" IN THE SUBJECT LINE OF YOUR EMAIL.

About the organization:

Regional Victim Crisis Center is a 501(c)(3) non-profit corporation serving victims of violent crime, including sexual assault, in Abilene and surrounding region of West Texas since 1977. Services are confidential and free of charge. RVCC receives funding from state and local governments, foundation grants, corporate contributions
