

Samaritan Ministries Job Description

Volunteer Coordinator

Line of Authority: **Reports to the Development Director**

Guiding Principle: **To uphold and strengthen the Christian purpose and mission of Samaritan Ministries in performing the duties of a Volunteer Administrator.**

<p>Primary Function of Position: Recruit and retain volunteers to support the programs of Samaritan Ministries by implementing the Volunteer Management Plan. Serve as a member of the development team to support the Ministry's fundraising plan.</p>	
<p>60%</p>	<p>Major Duty: Support Samaritan Ministries' Volunteer Management Plan.</p> <p>Develop and implement a strategy for soliciting, engaging, and maintaining individuals and groups of volunteers and volunteer leadership (Navigators) to support the daily operations of the Soup Kitchen, and Samaritan Inn shelter ensuring there is adequate coverage.</p> <p>Recruiting and scheduling one-time or semi-regular volunteer opportunities or projects including collaborating with other staff members leading various programs and activities.</p> <p>Establish and administer an annual recruitment strategy resulting in a 4% growth in volunteers while maintaining a 60% retention rate.</p> <p>Provide orientations and training sessions to new volunteers to ensure they understand their roles and responsibilities.</p> <p>Represent Samaritan Ministries at community outreach activities, especially those related to volunteering.</p> <p>Communicate regularly with volunteers to provide updates, gather feedback, address any concerns, and build personal relationships. Interactions should include recognition and appreciation for their contributions.</p> <p>Take primary responsibility for organizing, planning, and executing the annual Volunteer Appreciation event and assist with all major fundraising events.</p> <p>Conduct on-site tours for volunteers, donors, and others interested in supporting the Ministry.</p>
<p>30%</p>	<p>Major Duty: Provide general administrative assistance related to the Volunteer Program.</p> <p>Manage CERVIS Tech volunteer database as the administrator; provide training as needed. Maintaining the Soup Kitchen team, dinner leader, check-in leader, and other volunteer data.</p> <p>Answer and direct incoming telephone calls and respond to individual needs at the front entrance as needed.</p> <p>Recruit, train, and supervise volunteers to fill administrative needs of the ministry (i.e., data entry, answer the telephone and serve as greeters).</p> <p>Serve as the primary contact for the Community Service Work Program and ensure Samaritan's compliance with the program through the supervision of the receptionist.</p>
<p>10%</p>	<p>Major Duty: Other related duties as assigned.</p> <p>Staff the volunteer committee and other board committees as assigned.</p> <p>Provide routine volunteer reports for board meetings and others as needed.</p> <p>Supervise the receptionist.</p>

Status: Salary; Exempt

Qualifications: Associate degree and 3 years of volunteer management experience required. College degree preferred. Skilled in Microsoft Office and database management.

Work Schedule: Mostly Monday – Friday, 8:30 am-5 pm with ½ hour lunch with some weekend or evening work. Required to work/attend four annual events – Volunteer Appreciation, Annual Board Meeting, SAM & Eggs breakfast, and Penny Campaign.

Application Instructions: To apply, please submit a resume and cover letter outlining your relevant experience and interest in the position to robin.stone@samaritanforsyth.org.

History: Established in 1981, Samaritan Ministries has a 43-year history of providing food, shelter, and hope through Christian love. We have three main programs:

- Our community Soup Kitchen serves over 100,000 meals annually to anyone in need and has served lunch over 15,700 days in a row.
- Samaritan Inn gives temporary, emergency shelter to adult males experiencing homelessness. The average stay in the shelter is currently 70 days.
- Project Cornerstone is an onsite residential recovery program for men experiencing homelessness and addiction. Eighty percent of guests who enter Cornerstone complete the program (13-18 months) and move to permanent housing.

Programs follow a low-barrier, housing-first, and trauma-informed approach. Our goal is to be a safe and encouraging place to help people stabilize, find housing, and move forward with their lives.

Benefit Outline for Samaritan Ministries

Vacation

- 1-2 years - 2 weeks
- 3-6 years - 3 weeks
- 7+ years - 4 weeks

Sick/personal days - 10 days per year

Holidays – 10 paid holidays:

New Year's Day	July 4th
MLK Day	Labor Day
Good Friday	Thanksgiving Day
Memorial Day	Christmas Day
Juneteenth	Floating Holiday (employee's choice w/manager approval)

Health and Dental Insurance

- Blue Cross/Blue Shield
- Employees pay a small portion of the cost – no more than \$20 per paycheck.
- Designed for low deductible and low out-of-pocket expenses. Some current highlights:
 - \$15 primary care office visit
 - \$30 specialist office visit
 - \$500 deductible

Short-term disability

Life insurance - \$25,000 (35% age 65, 50% age 70)

Retirement - 403b plan managed currently by Principal Financial.

- Employees can make contributions at any time.
- Employer contribution begins at 2 years of service. It is not a match. Samaritan has been contributing 6% of earnings for the last 7 years.

Flex time for development team members working on special events on weekends and evenings.