



Volunteer Position Description – Volunteer Coordinator

REPORTS TO: Administrative Team Chair(s)
HOURS NEEDED PER WEEK: Varies, averaging 2 hours per week

THIS IS A VOLUNTEER POSITION.

EXPECTATIONS FOR ALL IMPACT EMPLOYEES & VOLUNTEERS:

To support and promote IMPACT's mission. IMPACT Chicago is committed to ending violence and building a non-violent world in which all people can live safely and with dignity. By teaching self-defense, we provide women and girls with the tools they need to prevent and minimize violence.

To be capable of both collaborative and independent work. As a primarily volunteer-run organization, we need to be capable of both collaborative and independent work. We must also have the tools to encourage others to work both collaboratively and independently. Every position has tasks that are performed independently without reminders.

To work effectively and efficiently. We are mission-driven with clear manageable goals. Our mission and programming are at the center of our work. We spend virtually all of our time on work that advances our mission or is required for fiscal solvency.

To resolve problems in a respectful manner. Our mission of non-violence extends into how we work with each other, how we address conflict, and how we resolve issues. We assume members of our community share our strong support for IMPACT's mission. Even when a mistake is made or when someone is inconsiderate, we address the issue respectfully without attacking the person and assume the individual has good intentions.

To operate in accordance with our organizational philosophy and its underlying spirit. The attached document, *Our Organizational Philosophy*, outlines our non-hierarchical and collaborative organizational philosophy.

EXPECTATIONS FOR THIS POSITION:

To understand that this role is central to graduate relations with IMPACT. As the person who will be reaching out to graduates post-program, the Volunteer Coordinator needs to communicate in a manner consistent with the IMPACT mission and process and to work collaboratively with other IMPACT staff, board, instructors, and volunteers.

To show initiative. Ability to prioritize and be selective.

To be responsive and inclusive. Keep the Admin Team, Program Coordinator, and other constituencies up-to-date on the status of volunteer activity, often acting as an information resource.

To maintain confidentiality and privacy. Take the appropriate steps to protect personal and organizational information (e.g., participant information, staffing information).

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Programs

1. Connect new graduates to volunteer opportunities within IMPACT in a way that suits their skills.
 - a. Check in with lead instructor post-program/event for guidance as to who might be suited to the Class Assistant role.
 - b. Reach out to all graduates post-program/event to introduce volunteering as an option.
When replies come in:
 - i. Mention programming volunteer positions:
 1. Class Assistant role (as appropriate).
 2. Photos, vids, speaking at *What is IMPACT*.
 - ii. Assess interest in volunteering for specific tasks (e.g. data entry, fund drive, etc.).
 - iii. Explore the presence of special skills (e.g. grant writing, marketing, fundraising, web design, etc.).
 - c. Reach out to all identified Class Assistant candidates yearly, ahead of the upcoming year's programming schedule, to assess interest in role/need for training.
2. Provide ongoing support and connection.
 - a. Keep in touch with and support volunteers, checking in about their role within the organization as appropriate/desired.
 - b. Organize volunteer trainings (e.g. Class Assistant training, *What is IMPACT* leader training) and other gatherings.
3. Thank volunteers.
 - a. Provide the Outreach Coordinator with a list of the year's volunteers to include in a thank you blog.

Office

1. Maintain and update a contact list of current volunteers, their training, and their assignments.
2. In collaboration with Program Coordinator, schedule programming volunteers for upcoming year's programs (e.g. Class Assistants, *What is IMPACT* leaders, *What is IMPACT* speakers, photos, vids).
 - a. Confirm participation ahead of each program, and connect with lead instructor.

Internal & External Communication

1. Manage and respond to electronic correspondence promptly.
2. Attend monthly Admin Team meetings.
3. Participate in a monthly phone call.
4. As needed, occasionally attend a Board meeting.

BASIC KNOWLEDGE, SKILLS, AND ABILITIES:

1. Strong verbal and written communication skills.
2. Experience with Google Drive and Google calendar or demonstrated ability to learn this technology quickly.
3. Completion of IMPACT Core/Basics program or equivalent elsewhere.

WORK ENVIRONMENT:

1. Ability to create a home office to make and take phone calls, write and receive email, update and manage relevant Google documents.