

Volunteer Coordinator Job Description

Department: Development

Position: Volunteer Coordinator

Reports to: Volunteer and Partnerships Manager

Summary

The Volunteer Coordinator is responsible for managing all aspects of volunteer involvement at the Lexington Rescue Mission. This includes recruiting, onboarding, scheduling, and supporting both individual and group volunteers to ensure a meaningful and mission-aligned service experience. The Volunteer Coordinator collaborates with staff to identify volunteer needs, maintains accurate records, and promotes a culture of appreciation and engagement among volunteers.

Responsibilities

1. Volunteer Program Management

- Oversee the day-to-day operations of the Mission's volunteer program, serving as the main point of contact for all volunteers.
- Identify and assess organizational volunteer needs in collaboration with program staff.
- Develop and maintain volunteer role descriptions and expectations for each service area.

2. Volunteer Recruitment and Onboarding

- Recruit individual and group volunteers through online platforms, word of mouth, community events, and partnerships.
- Coordinate and conduct orientations and onboarding sessions to ensure volunteers are prepared and informed.
- Match volunteers with appropriate roles based on skills, interests, and organizational needs.

3. Scheduling and Coordination

- Create and manage monthly volunteer schedules for areas such as food service, food pickup, shopping assistants, prayer, Circles, Jobs for Life, Genesis Process and other ongoing programs.
- Coordinate logistics for group volunteer projects, ensuring staff preparedness and a smooth volunteer experience.
- Communicate regularly with volunteers and staff to confirm availability, address schedule changes, and fill open shifts.

4. Volunteer Engagement and Retention

- Build relationships with volunteers and ensure they feel valued, supported, and connected to the Mission's purpose.
- Address volunteer questions or concerns in a timely and respectful manner.
- Plan and execute volunteer appreciation initiatives, such as thank-you communications, Volunteer of the Month honors, recognition events, and milestone celebrations.

5. Special Events Support

- Assist with the planning, promotion, and execution of Mission-led special events.
- Recruit, schedule, and support volunteers participating in events.
- Coordinate with the development team and other staff to ensure events are well-supported and volunteer contributions are recognized.

6. In-Kind Gift Management

- Film the quarterly Lydia's Low Stock Alert video by sharing our current in-kind donation needs and create a monthly Amazon registry list of current needs. Coordinate with the rest of the Development Team for this to be shared via social media and email marketing.
- Ensure that overflow donations are properly distributed to local agency partners in a timely manner.
- Lead and manage the furniture storage area and furniture items in the basement to ensure that it is organized, including overseeing houseware items. Work closely with the Homeless Intervention Coordinator, Case Managers, and Resource Coordinators to schedule the volunteer furniture pickup/delivery groups.
- Ensure proper acknowledgment and communication with in-kind donors, including inputting in-kind donations in Lexington Rescue Mission's donor CRM.

7. Documentation and Reporting

- Maintain accurate records of volunteer contact information, hours served, and areas of service.
- Track and report volunteer metrics, trends, and engagement insights monthly to the Volunteer and Partnerships Manager.
- Share volunteer stories and impact highlights for communication and development efforts through monthly volunteer newsletters shared through our email marketing.

8. Other Duties as Assigned

Position Expectations

1. Saturday availability

- a. This position's regular schedule is Monday-Thursday, 8:30am-5pm, and Saturday, 8am to 2pm.

2. Flexibility

- a. The Volunteer Coordinator position involves a lot of critical thinking, quick decision making, and ability to adjust to last-minute changes.

3. Communication

- a. The Volunteer Coordinator works across programs and with staff throughout the entire organization, as well as with hundreds of volunteers. Consequently, clear, frequent, and open communication is required.

Qualifications

Personal Qualities

- Organized and detail-oriented
- Approachable, friendly, and confident in working with diverse individuals and groups
- A strong and growing relationship with the Lord
- Passionate about the mission and ministry of the Lexington Rescue Mission

Education and Experience

- Bachelor's degree preferred
- 1–2 years of experience in volunteer coordination or similar people-focused role

Skills and Abilities

- Excellent interpersonal and communication skills
- Strong administrative and scheduling skills
- Ability to manage multiple tasks and priorities with flexibility and grace
- Proficient with Microsoft Office and volunteer management or CRM software (Bloomerang)
- Must have a valid driver's license and reliable transportation for Mission-related travel