Volunteer Program Coordinator

REACH Beyond Domestic Violence is a non-profit organization working with survivors of domestic violence to foster safety and support while engaging communities to promote healthy relationships. Our programs include 24-hour hotline services, emergency shelter, support groups, legal advocacy, specialized children’s services, community-based survivor advocacy programs and community education and training.

At REACH, we believe that the way we do our work matters. The respectful, equitable relationships we work for in the world have to start with us. We do this work because we believe change is possible. We work with communities and individuals to change social norms and systems of oppression in order to prevent and ultimately end domestic violence. We are seeking a Volunteer Program Coordinator to help our agency expand and deepen our work throughout our service area and help us realize our vision: healthy and safe relationships for individuals and communities.

General Description:
The ideal candidate for the Volunteer Program Coordinator position is someone who loves to engage in dialogue with others, whether in formal or informal settings, demonstrates commitment to violence prevention and social justice work, and is passionate about the impact a diverse group of volunteers can have on non-profit organizations.

REACH was founded by a group of volunteers who wanted to educate their community about domestic violence. Today, volunteers continue to be the backbone of our organization and support every aspect of our work. We also know that there are many more ways we could engage, support, and develop their skills and expertise, as well as further recruit and retain a diverse group of volunteers that are reflective of the community REACH supports. The Volunteer Program Coordinator, as part of our Prevention team, increases the capacity of our organization to reach more individuals and communities by providing leadership opportunities for our volunteers.

The Volunteer Program Coordinator is responsible for the care and cultivation of volunteers including recruitment, training, supervision, engagement, communication, and appreciation. The Volunteer Program Coordinator will work closely with our Director of Prevention Programs to provide opportunities for volunteers to strengthen their skills and knowledge and deepen the organization's reach in the community. They will partner with Prevention team members to develop a volunteer educator program. Together the team will create a train-the-trainer curriculum, recruit and steward the volunteers, and extend our reach throughout our service area.

Volunteer Program Coordinator Responsibilities:
• Develop and implement strategies to recruit and retain a diverse group of volunteers and interns reflective of the communities REACH supports
• Interview those interested in volunteering and place them in roles that match their interests and skills
• Supervise volunteers and interns who staff REACH’s online chat and reception desk and offer support and technical assistance to staff supervising undergraduate interns in their programs.
• Lead 35+ hour domestic violence training for new volunteers and staff three times each year which will include evening and weekend hours
• Collaborate with REACH Prevention team members to create a new Volunteer Educator program including curriculum development
• Partner with the shelter volunteer coordinator to place, train, and retain shelter based volunteers
• Steward and care for new and current community based volunteers by creating opportunities for deeper learning, relationship building, engagement, and meaningful interactions, maintaining ongoing and open communication, and implementing appreciation efforts to sustain commitment
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- Work with REACH Advocacy and Development teams to enhance and increase volunteer opportunities for advocacy and support programs
- Coordinate scheduling of volunteers for community based advocacy and prevention programs
- Collect volunteer data including hours and feedback. Develop volunteer satisfaction measures and report on data monthly
- Work with staff to coordinate and manage volunteers for annual Holiday Gift program

Other Responsibilities
- Attend staff meetings and program meetings
- Attend fundraising events as needed
- Assist with survivor centered events or initiatives
- Other duties as assigned by the Director of Prevention Programs

Work Schedule:
- This is a salaried non-exempt position working 40 hours per week on a fluctuating workweek
- The Volunteer Program Coordinator is frequently required to work late evening or weekend hours as necessary

Qualifications:
- Experience working with community members as a trainer, organizer or educator. A presentation to REACH staff and/or Board will be required of finalists
- At least 2 years professional experience working in the field of domestic and sexual violence intervention/prevention or a related public health field or relevant life experience
- Ability to network with community members and programs to build and deepen relationships
- Commitment to recruiting and retaining a diverse group of volunteers and interns
- Willingness and ability to think outside the box and learn from the community as well as teach
- Excellent written and verbal skills, including small and large group presentations
- Experience with using common office computer programs and databases as well as understanding of social media platforms
- Able to work both independently and as part of a team
- Bachelor’s Degree or equivalent experience
- Fluency in Spanish preferred
- Experience managing volunteers preferred
- Creative, enthusiastic, energized, and proactive candidates are encouraged to apply

This position requires frequent, local travel. Candidates must have a valid driver’s license and a car and be willing to drive for appointments. REACH provides mileage reimbursement at the IRS rate.

Salary and Benefits:
- The salary for this position is mid- $40K’s depending upon skills and experience
- REACH offers a competitive benefits package including 10 paid holidays, 12 sick days and 20 vacation days upon hire

Please send a cover letter and resume to Jessica Teperow, Director of Prevention Programs, at jobs@reachma.org.

REACH is an equal opportunity employer and provides an inclusive work environment.