

# Volunteer & Intern Program Coordinator

## **ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)**

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven professionals who are passionate about breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence, and human trafficking by improving their access to services, and increasing the community's awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. AFSSA demonstrates a level of care for our employees that includes competitive compensation, generous PTO, and comprehensive benefits. Time-off includes up to: 192 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA also offers a 401k retirement program with an employer match.

***Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.***

## **POSITION SUMMARY**

*Reporting to the Director of Operations, the Volunteer & Intern Coordinator will provide proactive support toward the agency's efforts to recruit, train, and place volunteers and interns to meet agency needs.*

## **ESSENTIAL JOB FUNCTIONS**

- Co-create, lead and maintain AFSSA's volunteer recruitment and placement strategy that leads to optimal opportunities to grow, train, and place volunteers within AFSSA
- Coordinate daily functions of AFSSA's Volunteer Program to provide a meaningful volunteer experience, and fills agency needs within AFSSA's Direct Service, Community Education and Administrative programs
- Plan, coordinate and improve upon an annual Day of Engagement / Day of Community for corporate, school, and other stakeholder groups looking for volunteer commitments
- Recruit, train, and evaluate volunteers and interns to ensure the provision of accessible, trauma-informed and funder-compliant direct client services, community services across all programs
- Be proactive in volunteer recruiting and communications, including regular communication with agency staff to anticipate future needs and notifying agency staff of roadblocks or delays in volunteer work
- Update & adhere to the policies and practices within AFSSA's comprehensive Volunteer Training Manual that is distributed to both staff, board and volunteers
- Build and maintain relationships with schools, businesses, faith institutions, local stakeholders, allied non-profits, and community leaders to maximize the reach and effectiveness of volunteer recruitment efforts
- Maintain and improve systems/processes to communicate and support volunteers, track their hours of service and feedback evaluating the quality of service provided
- Create and maintain a calendar of community events that are rich opportunities for volunteer recruitment, attend said community events on behalf of AFSSA as needed
- Update and maintain web calendar with volunteer orientation dates
- Update and maintain systems to capture, track, and communicate the financial and programmatic needs of the volunteer program, communicate those to the Director of Operations and the Director of Finance
- Participate in regional coalitions and task forces to build alliances and partnerships with community-based organizations, and to increase access to potential volunteers and interns
- Serve as the main contact with local universities for bi-annual intern placement and recruiting
- Serve as a first line of recruiting in AFSSA job openings – including notifying volunteers and interns of job postings and serving as the main contact for UT work-study positions
- Ability to maintain flexible schedule in accordance with program needs
- Other Responsibilities
  - Participate in internal and external meetings as required
  - Adhere to all agency, state and federal policies and regulations
  - Ability to maintain flexible schedule in accordance with program needs
  - Perform other duties as assigned

## **REQUIRED EXPERIENCE & EDUCATION**

- Bachelor's degree in psychology, public health, social work, or related field

- Minimum of 1 year experience in volunteer coordination including volunteer management, schedule or calendar management, program planning and evaluation, risk management, and budget monitoring
- High level project management abilities
- High-level communication (written and verbal) and interpersonal skills, and a friendly, transparent and direct communication style. Writing skills must be top notch
- Knowledge of culturally grounded service provision to traditionally underserved populations
- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Ability to maintain effective relationships with staff, volunteers, community, and national partners
- Must submit to and successfully complete a background investigation
- Must have own transportation for frequent travel within the metropolitan area
- Proficiency using technology: MS Office software, databases, government
- Successfully complete a background investigation

#### **PREFERRED KNOWLEDGE, ABILITIES, SKILLS**

- Bachelor's degree in Volunteer and Community Resource Management, OR Certification in Volunteer Administration (CVA), OR an equivalent amount of experience
- Initiative, a self-starter
- Experience as a volunteer, ideally at a social services or crisis services organization
- Ability to prioritize demands
- Project Management Certification
- Strong familiarity with one or more Asian languages, fluency preferred

#### **SPECIFICATIONS**

- **FLSA Status:** Full-Time Exempt
- **Salary:** \$55,000
- **Location:** Austin Texas
- **Benefits:** 100% employer paid medical, dental, and vision insurance. 401k program (up to 3% employer match). Generous Paid Time-Off (PTO, accrued semi-monthly @ 8 hrs per pay period), five (5) Floating Holidays, six (6) Official Holidays, and Comp time.
- **Hours:** Minimum of 40 hours per week, including evenings and weekend commitments
- **Required:** Valid U.S. work permit
- **Required:** Occasional use of self-insured personal vehicle
- **Required:** Valid Texas Driver's License
- **Note:** This position is subject to grant funding

***AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, national origin, gender, gender expression, gender identity, marital status, sexual orientation, or status as a veteran with a disability.***