

## **Lutheran Services Carolinas Job Description**

**Job Title:** Volunteer Management Coordinator  
**Supervisor (title):** Program Director  
**Department:** Disaster Relief  
**Approved by:** Syhesia Sharpe  **Date:** 12/24/2018

**Position Purpose/Summary** *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Volunteer Management Coordinator will coordinate recruitment, training, organization, scheduling supervision, and recognition of volunteers for Lutheran Services Disaster Management, covering the affected disaster areas in North Carolina. He/she will review crisis cleanup, coordinator emergency management, triage and organize cleanup, and work in close collaboration with Lutheran Synods and individual survivors. The coordinator will work with different volunteer teams of up to 20 – 30 volunteers per team. Primary work load will be in three designated NC disaster zones but scattered work sites may take place throughout the disaster affected areas in North Carolina.

**Essential Functions** *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Present disaster services to congregations and other community groups to educate about the program and recruit volunteers and church co-sponsors.
2. Liaison with NCVOAD partners to solicit volunteers and organize work sites.
3. Provide training to volunteers about LSC and Disaster Services.
4. Collaborate with the Disaster Relief Case Managers in conducting assessment visits to the triaged households as well as identifying household that need additional supports.
5. Act as a liaison between Disaster Relief staff & volunteers.
6. Schedule appointments with triaged households.
7. Organize and schedule volunteer work crews for individual survivors.
8. Organize volunteer registration, briefings and orientation on cleanup day onsite as needed.
9. Complete required documentation & record keeping (i.e., # of volunteers, hours, dollar value etc.).
10. Follow each case until the cleanout phase has been completed. Update each record in Crisis Cleanup.
11. Plan & implement volunteer recognition events.
12. Document and report data outcomes to Data Manager.
13. Other duties as assigned.

**Supervisory Responsibilities, if any** (*The scope of the person's authority, including the positions that report to the incumbent.*): None

**Qualifications (Minimum Job Requirements):** *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: Bachelor's degree in social service field or human services.

Experience: One year of volunteer services. Experience in developing and implementing trainings is preferred.

Specific skills/abilities: Excellent and proven public speaking skills. Must have excellent written and verbal communication skills. Must be able to work in a team and work well independently. Must be able to problem solve and think creatively. Must be culturally sensitive. **Travel within eastern North Carolina is required.**

Specialized knowledge, licenses, etc: Valid Driver's license and access to a vehicle. Motor Vehicle Record must pass LSC guidelines. Must be able to operate office equipment (computer, phone, fax, scanner). Must be proficient in Word and Excel.

**Preferences (Optional):** (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*). N/A

**Working Conditions/Physical Requirements:** (*Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*).

1. Ability to bend, stoop, reach overhead.
2. Ambulatory throughout all locations.
3. Travel within North Carolina.
4. Assisting clients with moving items up to 30lbs.
5. Able to lift up to 30 pounds.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

---

Employee Signature

---

Date

---

Supervisor Signature

---

Date

***Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.***