**VOICES OF HOPE**

**Job Title**: Volunteer and Intern Coordinator

**Reports to**: Associate Executive Director

**Positions Supervised**: Volunteers as assigned

**Status**: Full-time, salary, exempt

**Salary**: $21-$24/hour

1. Direct Service Provision

* Share responsibility with other staff for crisis line, in-house advocacy, weekly staff-on-call, and weekend staff-on-call coverage.
* Provide crisis intervention and advocacy with individual clients.

2. Volunteer Coordination

* Recruit volunteers for crisis line, internships, and/or special projects.
* Present at least 3 volunteer trainings per year.
* Organize trainings to include screening volunteers, scheduling guest speakers, facilitating discussion, and conducting exit interviews.
* Prepare and revise Volunteer Manual and keep referral packet information current.
* Schedule and distribute the 24-hour crisis line shifts to volunteers and staff.
* Coordinate and troubleshoot with the Telephone Answering Service.
* Maintain up-to-date crisis line roster including volunteers and staff.
* Record all volunteer hours monthly and collect volunteer statistics, success stories and narratives for monthly and annual reporting.
* Plan volunteer activities, including gatherings, additional trainings, and recognition giveaways or activities.
* Coordinate and supervise indirect service volunteer groups.

# 3. Training and Supervision

* Review intern applications and coordinate interviews and supervision with staff.
* Read, sort, and record contact sheets from volunteers’ crisis line calls.
* Respond to volunteer questions and provide on-going communication regarding client concerns.
* Provide support, guidance and additional training to volunteers as necessary.

# 4. Statistics/Documentation

* Maintain volunteer files including keeping all background checks up to date.
* Assist in agency data collection.
* Maintain client records on own individual clients.

# 5. Community Liaison

# Participate in community outreach as it relates to volunteer and intern fairs.

* Communicate with colleges and universities and other internship programs about our internship opportunities/training dates.

# 6. Agency Citizenship

* Attend staff meeting, case review, and staff development opportunities.
* Acknowledge and abide by the rules, policies, and procedures of Voices of Hope.
* Read and keep informed on new information or changes in the community on the issues of domestic violence, sexual assault, incest, and volunteerism.
* Perform other duties as assigned.

**QUALIFICATION**: The candidate must have a passion for working with survivors of relationship violence and promoting social change. The ideal candidate will be comfortable presenting information to large groups and will have also received education in human services, social work, counseling, criminal justice or a related field or have equivalent experience working with survivors of relationship violence. Voices of Hope strongly encourages candidates with lived experience as well as people from underrepresented groups to apply. Please reach out if you need accommodations to apply.

**TO APPLY**: Submit a cover letter, resume, and three references to: Voices of Hope, 2545 N St., Lincoln, NE 68510. ATTN: Volunteer Coordinator Selection Committee. Or email application items to [vohadmin@voicesofhopelincoln.org](mailto:vohadmin@voicesofhopelincoln.org). Applications will start being reviewed on 11/25/2024. Position will be opened until filled.

**EQUAL OPPORTUNITY EMPLOYER:** Voices of Hope is proud of our staff members and their passion for helping victims of domestic violence and sexual assault. We do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, disability, or any other federal, state, or local protected class.