



VOLUNTEER COORDINATOR

Reports to: Director of Resident Services

Status: Full-time, Exempt

APAH is a non-profit affordable housing developer that works throughout the DC region. APAH's mission is to develop, preserve and own quality affordable places to live; to promote stability and opportunity for our residents; and, to advocate with the people and communities we serve. APAH is a mission driven, community minded and resident focused organization guided by seven core values: compassion, integrity, collaboration, innovation, excellence, impact and racial equity. We house over 4,000 residents in 2000+ units and have another 700+ units in development throughout the Metro DC region.

Summary Description

A successful Volunteer Coordinator will support Resident Services programming, and by extension, APAH residents, by motivating and engaging members of the community to volunteer time and effort to contribute to APAH's mission. The VC will be extremely well organized and efficient; have experience in recruiting and supporting volunteers and in establishing new systems of collaboration and coordination. Exemplary experience coordinating volunteer programs, demonstrated capability to represent the organization with enthusiasm and professionalism, ability to work well with a diverse group of staff, volunteers, and community partners, willingness to adjust hours to accommodate the needs of the job.

The Volunteer Coordinator is a member of APAH's Resident Services Team, as the primary volunteer needs fall within supporting residents. APAH's Resident Services programs promote opportunity and independence for APAH residents through a combination of strategic programming (onsite and virtual) and community partnerships. APAH's Resident Services team focuses on housing stability, economic development and mobility, health and wellness, and population-specific services (children, youth, parents, seniors). Enhancing racial equity is a primary driver in our service approach and goals.

Responsibilities

Volunteer, Recruitment and Administration (45%)

- In coordination with program managers, develop, track and coordinate all volunteer opportunities within APAH and its properties
- Respond to public and community inquiries regarding general APAH information or interest in volunteering.
- Develop tools for organizing active and pipeline volunteer needs, individual and group volunteers, ongoing and short-term volunteers, and managing the full volunteer life cycle across efforts and volunteer types.
- Create, maintain, and keep current Volunteer Service Descriptions for each volunteer assignment and ensure volunteers are staffed to support the various areas of operations, to include resident services, resident programs, special events, development, administration, and marketing/communications.
- Maintain volunteer policies, procedures, and standards of volunteer service.

- Create, manage, and conduct volunteer background checks, orientation, training, and refresher trainings as indicated for each volunteering function.
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate, including volunteer recognition and appreciation.
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation including developing volunteer feedback.
- Stay abreast of volunteering trends, community efforts, and opportunities to engage individual, corporate, academic, cultural, and faith and civic organizations in APAH's mission.
- Bring innovation, appreciation, warmth and enthusiasm in interactions with volunteers, the community, and team members.

APAH Volunteer Support (40%)

- Consistently and proactively engage with volunteers to assess their needs, experiences, and satisfaction in their roles. Conduct annual Volunteer Surveys and create strategies from all input to resolve issues and implement solutions.
- Confer with volunteers and the Director of Resident Services to resolve grievances and promote cooperation and interest.
- Work proactively with staff to provide accurate information and assistance to the volunteer and provide ongoing support and guidance for volunteers.
- Strengthen and expand partnerships with organizations that can offer volunteer services to APAH residents within APAH's focus areas.
- Ensure smooth execution of all special events and volunteer events through thoughtful planning, advance scheduling and clear communication.
- Serve as a backup to the volunteers and Resident Services Team in times of vacancy or missed shifts to ensure programming and events run smoothly. Support with logistical needs onsite or virtually, and provide welcoming and/or training to new volunteers on site.

Resident Services Team Support (15%)

- Perform general administrative support for the Resident Services team such as scheduling and preparing meetings for large meetings, taking minutes, team calendar synchronization and photocopying
- Assist with resident data entry and tracking
- Coordinate team events and logistics
- Additional duties and special projects as assigned

Qualifications

- 1-2 years previous employment, internship or experience working directly with volunteer programs preferred working with volunteers coordination.
- Bachelor's Degree or greater in public policy, human services, program management or equivalent experience a plus.
- Strong writing and oral communication skills. Articulate and persuasive in written and oral English; Fluency in Spanish desirable. Cross cultural competency a must.
- Demonstrated community engagement/collaboration skills and team player.
- Proficiency of Microsoft Office application- Word, PowerPoint and Excel.

- Proven high performer able to organize and motivate a diverse team of people and partners for a larger purpose.
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Efficient and effective in time management and producing outcomes.
- Organization, planning and record keeping skills, attention to detail.
- Familiarity with Arlington and affordable housing a plus.
- Strong proficiency in Microsoft Office applications including Word, Excel and PowerPoint. Comfortable with data and data analysis.
- Outgoing, empathetic, good sense of humor and team spirit a must
- Passion for the mission of affordable housing and improving lives of low-income households.

Expected Hours of Work:

This is a full-time, exempt position. The Volunteer Coordinator is a salaried, 40-hour per week position, Monday-Friday, with regular evening hours two-three times per week (7:00pm/8:00pm). Occasional weekend support required for special events/programming.

Physical Demands

- This is not a desk job. Applicant will be on his/her/their feet and moving at walking speed for prolonged periods of time for resident services events.
- Project management includes using hands to type, handle or feel objects, tools or controls; talking to and hearing residents on the phone and reading documents.
- Regularly lift and/or move up to thirty (30) pounds, for food distributions or programs.
- Owning and operating a car required to travel to support APAH events across multiple properties.

Special Note/Working Conditions during Covid Pandemic:

While some of this role can be performed remotely during the COVID 19 pandemic, this is a front-line position that requires providing services on site APAH properties, and with safety precautions followed, interacting with residents and volunteers.

Salary and Benefits

\$35,000-\$45,000 annually, commensurate with experience. APAH has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

APAH offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.