



Job Description

Job Title: Volunteer Vista

Department: Development

Reports To: Director of Donations,
Volunteers and Social Enterprise

FLSA Status: VISTA

Salary Grade: VISTA

Date Revised: 03/29/19

General description of work: Assess the current state of the volunteer management system utilized by Victory Mission and recommend revisions to procedures to improve effectiveness and sustainability. Serve alongside volunteers to support staff who supervise volunteers, and to provide feedback on the volunteer experience.

Essential Functions:

1. Assess the current state of the volunteer management system utilized by Victory Mission and recommend revisions to procedures to improve its effectiveness and sustainability by doing the following:
 - Gain an understanding of Victory’s volunteer system so it can be effectively analyzed, critiqued, and improved.
 - Serve alongside volunteers at most or all Victory Volunteer opportunities.
 - Research best practices in volunteer management and document procedures that are most appropriate for Victory’s process for improving economic opportunity and building healthy futures.
 - Assist in refining the onboarding process and close the loop by soliciting feedback from volunteers after volunteer events.
2. Assist staff as they coordinate volunteers during regular volunteer opportunities and special events with the ultimate goal of improving the volunteer experience.
 - Assist Victory Mission staff in onboarding volunteers before and during volunteer events.
 - Assist staff as they provide orientation at volunteer opportunities and events.
 - Serve as the on-site expert on Victory Volunteers policies at volunteer events and service opportunities.
 - Take pictures and videos of volunteers making an impact to assist with Victory Volunteers marketing and volunteer retention.
 - Assist the Victory Volunteers team as needed.
3. Assist the Victory Donations and Social Enterprise Teams as needed
 - Assist with Victory Coffee Company administrative staff as needed.
 - Assist with Street Chef Catering administrative staff as needed.
 - Assist with Victory Mission’s Donation Processing team as needed.

Supervisory Role: None

Qualifications:

- The ability to show Christ’s love to volunteers and sojourners working at Victory Mission
- A fluid mindset that adapts to change and can adjust on the “fly” to ensure a quality
- Skills in conflict mediation and modeling of Christ’s love to difficult individuals
- Fluency with Google Suite (Sheets, Docs, Gmail, etc.)

- Ability to complete data entry tasks accurately
- Photography skill is helpful but not required

Personal Attributes and Values:

- Have a personal relationship with the Lord Jesus Christ and a deep desire to serve Him
- Be a consistent witness for Jesus Christ; Possess and demonstrates excellent integrity
- Exhibits spiritual maturity as defined by evangelical biblical standards
- Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life transformation in a multi-ethnic urban ministry setting
- Demonstrates a courteous and Christ-like manner with internal and external partners
- Flexibility and “can-do” attitude

Equipment Used: Office Equipment

Physical Demands:

With any position at Victory Mission it is impossible to predict the many requests and assignments that can and will be made on an employee. Typically the employee will be asked to sit for an extended period of time, move from place to place, interact with other staff, and lift items up to 50 pounds during shift throughout the day.

Education and/or Certification: College degree preferred but not required. Degrees that would support this position include but are not limited to; hospitality, business management or the like.

Term and Conditions: Annual performance is evaluated by the individual’s supervisor with the ability to terminate the position as needed.

My signature below acknowledges that I have read and understand the job description listed above:

Signed: _____ Date:

Print Name: _____