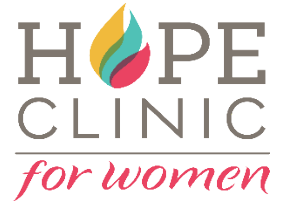


# Hope Clinic for Women Job Description



**Position Title:** Volunteer Coordinator  
**Position Type:** Fulltime (40 hours/week)  
Typically: Monday – Thursday 8:30am – 5:00pm. Friday 8:30am-2:30pm. Schedule alters to include: Wednesday nights, Saturday Mornings and Sunday Mornings as needed (about 25% of the time)  
**Reports To:** Development Director

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## Mission

Hope Clinic for Women is a faith-based safe and confidential place for anyone dealing with life choices regarding past, present, and future pregnancies. We provide medical care, professional counseling, education, mentorship, and practical support regardless of age, race, or religion.

## Vision

*Hope Clinic for Women* is a Christ centered ministry existing to honor the sanctity of all human life as exemplified by:

- Teenagers and single adults choosing abstinence until marriage;
  - Women and men choosing life for their child in the midst of a pregnancy;
  - People experiencing God’s grace and forgiveness after an abortion;
  - Transformation of hearts and lives by discovering the purpose and potential God intended for all His children.
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## Description:

This position manages the recruitment, processing, and retention of all volunteers serving with Hope Clinic. This position also assists the Development Director in booking group volunteer activities with churches, businesses, and community organizations.

## Volunteer Program

- Secure necessary volunteers for all departments (250 volunteers annually, 22 serving weekly); tracking hours in Salesforce.
  - Triage initial volunteer inquiries- emails, calls, and in-person visits
  - Conduct Introduction Classes with CEO and Development team with 75% of participants completing the volunteer application within 2 weeks of intro class.
  - Complete all initial paperwork and background checks for volunteers.
  - Coordinate Direct Client Training (DCT) with Client Program Managers.
  - Ensure complete pass-off to program managers for volunteer engagement with 75% of DCT attendees starting to volunteer within 60 days of completed training.
  - Meet monthly with program managers to ensure pressing volunteer needs are being met and to give updates on the volunteer pipeline.
- Ensure annual volunteer satisfaction.
  - Create and send annual surveys and make improvements accordingly.
  - Reach out to volunteers throughout the year to ensure satisfaction, good fit and to build relationships.
- Convert volunteers to donors when possible and encourage volunteers to attend events or bring in new volunteers/donors to events.
- Oversee and communicate with community organizations and leaders for group volunteering opportunities and community fairs as appropriate.
- Send a monthly Volunteer newsletter updating all volunteers on events of the clinic.
- Be present when volunteers are present in office with limited exception.
  - Introduce them to relevant staff members and other volunteers.
  - Ensure they feel welcome.
  - Check-in to see if they have any needs or questions.
  - Make sure they track hours.
- Be present for group volunteer projects to support the program manager.

### Church Outreach:

- Coordinate Baby Bottle Campaigns throughout the year (Typically 10-20 annually) services and counseling services.
  - Communicate with correct church staff contact to ensure baby bottles are brought to the church, collected, and deposited; appropriate thank you notes, etc.

### Community Outreach:

- Secure church, mission, or health fair participation from staff and volunteers.
- Prepare the booth kits and stock outreach supplies.
- Directly oversee the training and management of Community Liaison volunteers.

### Prayer Ministry:

- Oversee our monthly prayer gatherings (1<sup>st</sup> Saturday and 3<sup>rd</sup> Thursday) with our volunteer prayer team.
- Gather the relevant and HIPAA-compliant prayer needs of the clinic and organize for volunteers to pray.
- Communicate with and manage RSVPs for prayer team volunteers and other volunteers who want to join.

### Meetings

- Weekly check-ins with Development Director (30 minutes)
- Weekly Development Team L10 meeting (60 minutes)
- Monthly Continuing Education Trainings (60 minutes)
- Quarterly Staff Retreats (Half Day)
- Attend at least 2 main fundraising events

### Preferred Qualifications/Skills:

- Volunteer management experience
- Church relations experience
- Database/CRM experience
- Project Management Experience

### Required education/licensure:

- Bachelor's degree, preferred

### **AAP/EEO Statement:**

Hope Clinic for Women provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, disability or genetics. In addition to federal law requirements, Hope Clinic for Women complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Hope Clinic for Women expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.