



## Program Specialist – Volunteer Coordination

- Full-time, non-exempt (hourly) position
- Reports to the Senior Director, Community Engagement
- Salary \$22-24/hour, commensurate with background and experience
- Position is based in Redding, CA or Chico, CA. Company does not pay relocation costs
- Interested candidates may send a brief cover letter and resume to [employment@norcalunitedway.org](mailto:employment@norcalunitedway.org)

### The Mission and Opportunity

United Way of Northern California (UWNC), based in Redding, is part of the world's largest philanthropic network and the globe's largest non-governmental funder of social services. UWNC fights for the health, education, and financial stability of all residents in its nine-county territory and is there for residents in times of crisis. UWNC aims to expand operations fully throughout the region. Services include but are not limited to, the 211 human services helpline; crisis and disaster relief and recovery; financial stability programs; activities that address homelessness; COVID-19 education, information and mitigation, and more.

### Job Summary

The Program Specialist – Volunteer Coordination will provide vital support to UWNC's volunteer activities and opportunities. This position interacts with all UWNC departments and programs to identify available opportunities and needs for volunteers, including maintaining and improving the volunteer registration platform. This position will be responsible for recruiting, placement, and tracking all volunteer activities. While the primary focus will be volunteers for our Volunteers In Tax Assistance (VITA) and disaster response efforts, the Program Specialist will at times be called upon to support other initiatives. The ideal candidate will possess and exhibit passion for United Way's mission of service in the areas of health, education, financial stability, crisis response, and social equity and justice.

### Principal Job Responsibilities

- Identify and develop strategies to recruit, train, and manage new volunteers
- Guide agency decisions about volunteer online platform, and serve as principal operator
- Conduct outreach about volunteer opportunities to public, nonprofit, faith, private sector and community-based organizations
- Serve as primary contact for those interested in volunteering, answer questions from the public about volunteer opportunities
- Collaborate with departments to track volunteer needs and opportunities
- Facilitate assignments, coordination, communication, and scheduling with volunteers
- Assist with developing and maintaining guidelines, qualifications, and protocols for volunteer

positions

- Track and assist with preparation of reports on the agency's volunteer activities and hours through online platform
- Train new and existing volunteers to ensure compliance with the organization's values and volunteer expectations
- Attend outreach events as a representative of United Way of Northern California
- Network and communicate with partner organizations, businesses and communities about volunteer opportunities
- Maintain effective relationships with volunteers and United Way staff and board members
- Assist in disaster relief and recovery activities as needed. This can include activities related to wildfire relief, COVID and other public emergencies
- Other duties as assigned

### **Preferred Skills and Attributes**

- Personable; works well in a team environment
- Ability to collaborate with multiple stakeholders simultaneously to achieve shared goals
- Strong verbal and written communications skills
- Adept at building and maintaining strong collaborative relationships
- Adept at multi-tasking, including handling of multiple projects simultaneously and working well under occasional deadline pressure
- Flexible work style, including ability to work independently as well as in a team environment with a high level of productivity and initiative
- Comfortable and effective interacting with individuals from diverse backgrounds and varying socio-economic circumstances

### **Qualifications**

- Experience leading, supervising, scheduling, and/or coordinating volunteers
- Minimum AA degree or equivalent experience; bachelor's degree preferred
- Minimum one year of professional experience in any combination of the following fields: administration; non-profit programs; fundraising; event-planning
- Non-profit experience – volunteer or professional – a plus
- Demonstrated computer abilities. Proficiency in Microsoft Office suite, especially Word, Excel, and PowerPoint. Familiarity with grants management platforms and CRM software a plus
- Bilingual/multilingual a plus
- Must be able to work comfortably on a keyboard through an eight-hour shift

*United Way of Northern California offers medical, dental, and health benefits; paid vacation and sick time; 12 paid holidays per year; company-paid life insurance, 401k Retirement Savings Program, and an Employee Assistance Program.*

*UWNC is an Equal Opportunity Employer.*

*Employment at UWNC is contingent on submission to background checks, including criminal and DMV checks.*

*All employees at UWNC are required to have been vaccinated against COVID-19.*