

Haven Housing (formerly Ascension Place, Inc.) is a 501(c)(3) nonprofit organization that operates three programs in North Minneapolis: St. Anne's Place (emergency family shelter), Ascension Place (transitional housing), and Next Step Housing (permanent supportive housing). Our programs provide a continuum of housing services, along with basic need support, individualized case management, supportive programming and extensive community referrals. The mission of Haven Housing is to provide women in crisis or transition with a stable environment and the opportunity to explore options for their future.

We are seeking someone to join our dynamic team. The role of the Volunteer Coordinator is to coordinate and supervise individual and group volunteers to support the overall work of Haven Housing. The Volunteer Coordinator will work with the entire organization to think strategically, set volunteer department goals, ensure standardization, and maintain adherence to our mission.

Volunteer tasks

- Assist with the organization of volunteers, interns, and/or service learners
- Respond to volunteer inquiries, conduct interviews and match volunteers to appropriate activities and projects
- Provide volunteer orientations at all three Haven Housing programs
- Work closely with staff to supervise volunteer activities for the organization
- Coordinate one-time volunteer projects including scheduling and assisting with gathering supplies and managing the group during the service project to ensure volunteers feel valued, staff feel supported, and volunteer event run smoothly
- Ensure adequate volunteer appreciation including thank you posters or cards, emails, and occasional volunteer appreciation events
- Maintain contact with all volunteers seeking input and offering support
- Keep a current list of all volunteers, their contact info, and the projects they have been part of
- Work closely with programming staff to stay attentive to potential volunteer opportunities by attending required meetings
- Develop effective communication and organization with both volunteers and program staff
- Maintain volunteer in database (Blackbaud's razors edge)
- Evaluate all aspects of volunteer program to ensure effectiveness and to recommend/implement changes as appropriate

In kind donation tasks

- Greet donors with a genuine appreciation
- Discern if items should be received or returned
- Complete paperwork and log donation in database
- Organize donations; contact program staff for pick up
- Assist with thank you calls and correspondences

Qualifications

- Experience working with volunteers
- Experience with Gmail, Google apps, Microsoft Office and eTapestry
- Strong interpersonal skills and the ability to work with a diverse range of people
- Excellent organizational skills and the ability to manage a wide range of tasks
- Excellent communication skills (both written and verbal)
- Criminal/driving background check will be required