



Volunteer and Outreach Coordinator

Organizational Overview

ROcovery Fitness is a supportive community of physically active individuals brought together by sober living, committed to creating an environment of healing and recovery. Members, friends and families are empowered to discover their inner strength and confidence through adventure, fun and camaraderie. Our programs are free and open to anyone with 48 hours of continuous sobriety. We welcome friends, family members and those who choose to live sober.

The ROcovery Outreach Center is located at 1035 Dewey Avenue, Rochester, NY 14613.

Summary

The Volunteer and Outreach Coordinator, under the direction of leadership, oversees volunteer program and provides direction, coordination, and consultation for volunteer functions within the organization to strengthen programs and involve a community of supports. Additionally, oversee and organize all outreach events including marketing and planning related activities to assist in promoting agency. Utilizing a mentoring approach, the Outreach and Volunteer Coordinator is expected to represent ROcovery Fitness' core values (Respect, Community Collaboration Excellence, Acceptance Integrity) in all interactions with members, staff, contractors, community partners and the broader community.

Scope

The Volunteer and Outreach Coordinator assist with the promotion of greater independence, community integration, and advocacy. The Volunteer and Outreach program includes a wide range of services that can be provided on or off program sites that helps promote and support ROcovery programs and services.

Essential Duties and Responsibilities

Promote and maintain a wide range of volunteer and outreach opportunities within the organization and community

- Help design and build a robust Volunteer Program, including recruiting, training, and supporting a solid a sustainable base of volunteer support.
- Oversee and manage volunteer orientation, training, recruitment, retention and workload as well as on-going support and guidance to volunteers (especially as they are required to support instructors and programs)
- Oversee general daily administrative needs and tasks, including scheduling programs, events, and outreach activities
- Ensure volunteers are assigned to provide support to the various areas of operations, to include visitor/member service areas, outreach and presentations, special events, and other areas as needed instructed by leadership team.
- Recommend the most efficient use of volunteers, appropriate volunteer/staff mix, and future workforce needs to support volunteer program operations
- Together with the leadership team, develop and manage volunteer policies, procedures, job descriptions and standards of volunteer service
- Maintain schedules for all volunteer activities with confirmation and reminder follow-ups to all scheduled volunteers
- Survey volunteers regularly to assess needs for volunteer assistance

- Develop, implement and oversee volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain database of volunteers with contact information and accurate records and provide timely statistical and activity reports on volunteer participation
- Refer any volunteer concerns to leadership team to promote cooperation and interest
- Actively seek out new volunteers as well as new outreach and community development opportunities within the community such as fairs, festivals, local markets and organizations
- Attend and participate in all staff meetings, and programming and partnership team meetings
- Develop and produce outreach/marketing materials including merchandise to be sold at certain community outreach events
- Other duties as assigned

Qualifications

- Have job-related experience, such as working in a nonprofit, managing volunteer programs, leading teams and/or organizations, etc.
- Knowledge of management principles and evaluation techniques related to programs that involve volunteers
- Computer proficiency is required.
- Must have a reliable vehicle, a valid NYS driver's license, and proof of required automobile insurance.

Skills & Abilities

- Proficient in basic computer applications, such as word processing, spreadsheets, and internet usage
- Strong interpersonal skills
- Record keeping skills
- Organization and planning skills
- Personal experience with addiction recovery preferred

Capabilities

- Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations
- Demonstrated capability to effectively communicate orally and in writing
- Ability to work well with a diverse group of staff and volunteers
- Willingness to adjust hours to accommodate the needs of the job
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

Time Commitments

Full time position. Specific work hours may vary. Must be willing to work nights and weekends.