

**New Life Centers**

**Volunteer Coordinator**

Rev. Sept 2020

New Life Centers provides intensive, community-based mentoring programs for youth ages 12 to 24 in the Little Village, Humboldt Park, and Brighton Park neighborhoods of Chicago. The target demographics of programs are; gang-involved youth, youth involved in the juvenile justice system, and at-risk youth referred through local schools and community agencies. Serving these populations allows NLC to holistically engage both violence prevention and intervention in response to identified community needs. We seek to reduce youth contact with the justice system, promote safety, and empower young people to become community-builders and peacemakers. Our holistic program model enables us to fulfill our mission: to provide mentoring and advocacy to guide youth toward a new life and a new direction.

**Position Summary:**

The Volunteer Coordinator will work full-time 40 hours per week, non-exempt, and is responsible for the coordination of all volunteer-related tasks, particularly focusing on mentor-care to ensure effectiveness, sustainability and long-term commitment for NLC programs.The Volunteer Coordinator is responsible for utilizing resources as cost-effectively as possible to provide high quality services and enhance effective programming. The Volunteer Coordinator will demonstrate a commitment to teamwork and excellence as well as the mission of New Life Centers of Chicagoland.

**Skills & Responsibilities**

*Mentor Care & Coordination*

* Recruit new volunteers; providing information, applications and follow-up as needed
* Host volunteer information sessions to explain expectations, roles, and responsibilities of
* Review applications, interview candidates, and select new volunteers to become part of NLC team
* Update volunteer application, onboarding, and training materials as necessary
* Maintain volunteer files, including up-to-date background checks and required paperwork
* Perform regular check-ins to ensure necessary support is provided, volunteer mentors are connecting with youth, and that mentoring data is being entered as required
* Communicate monthly themes and event ideas to volunteers; provide resources and ideas for free/low cost activities
* Plan and execute quarterly mentor training sessions to ensure mentors are equipped with necessary skills and tools to succeed
* Facilitate volunteer connection to other volunteers through various means (Group Me, Facebook, hangouts, etc.), ensuring a sense of support and community exists between volunteers
* Collaborate with Intake Management Team members to strategically match youth and volunteer mentors, ensuring appropriate fit, and monitoring ongoing relationship
* Institute volunteer mentor accountability, ensuring that notes are entered weekly and receipts for reimbursement are submitted on time
* Manage mentor stipends and P.O. approval as necessary, approving mentor reimbursement spreadsheet monthly
* Troubleshoot volunteer challenges as needed; facilitating communication between key staff, volunteers, participants, mentees and mentee caregiver to ensure youth needs are addressed
* Host monthly team meetings to delegate key tasks to highly committed mentors (as needed)
* Collect and assess volunteer performance/feedback information to assure quality of volunteer related tasks
* Attend weekly and quarterly staff meetings
* Attend required trainings as necessary
* Attend regular Intake Management Team meetings
* Update all relevant media and outreach materials as necessary
* Other Duties as Assigned

**Required Qualifications**

* Must pass a background check; No pending criminal cases
* One-year experience working in the human services field in a capacity that involves direct services to at-risk youth
* Cross-cultural competency
* Proficient in Microsoft Word and Excel
* Must be willing to be trained, and proficiently utilize database(s) and information tracking systems relevant to duties
* Must keep confidentiality of records and participant information
* Experience in planning, coordination and implementation of events and trainings
* Ability to establish and maintain effective working relationships with others
* Valid Illinois Driver’s License, insurance, and good driving record
* Has at least 1-year experience working with people from various ethnic, economic, and educational backgrounds both as colleagues and as participants.
* Has a high level of interpersonal skills and conflict resolution skills and ability to communicate effectively both verbally and in written form.
* Bilingual in Spanish/English preferred

**How to Apply:**

Please submit the following materials to Victoria App at VictoriaA@newlifecenters.org:

* Cover letter indicating your experience and interest in the position
* Resume
* List of two to three references with contact information (Minimum of 2 Professional, Email and Phone number included)

Please submit your application materials as MS Word or PDF attachments. Include all attachments in a single email. Please include, "NLC Volunteer Coordinator" in the subject line of your email. If a current employee has referred you to the position please name them in the subject of your email.

*New Life Centers provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. New Life Centers complies with applicable federal, state and local laws governing nondiscrimination in employment in every location in which the company has facilities.*