



Position Title: Volunteer and Youth Programs Coordinator

Reports to: Director of Operations

Position Description:

Primary Purpose: Engage the critical resource of volunteers in the mission of UVHS and oversee day to day operations of the volunteer program. Oversee the volunteer program and recruit and assign volunteers as needed to enhance UVHS operations, programs, and events. Develop and organize programs that engage children and teenagers in the mission of UVHS.

Specific Duties:

- Work with staff to train, coordinate, and manage volunteers both on and off site for UVHS initiatives including but not limited to: animal care and training, foster care, administrative needs, events, buildings and grounds, and donation and supply pick-ups
- Actively recruit new volunteers and ensure retention through positive volunteer management
- Interview and evaluate volunteers to ensure they are matched with the appropriate initiatives to their full effectiveness and satisfaction
- Evaluate and match new volunteers with open assignments in a timely manner
- Coordinate youth activities, including but not limited to group visits and tours, educational programs, and service opportunities, with a focus on utilizing volunteer educators to expand programming
- Coordinate and provide volunteer training including general and duty-specific orientations and other ongoing training
- Update and maintain manuals, policies, and guidelines for the volunteer program as needed
- Update and maintain volunteer database and ensure that active volunteers have completed all appropriate and necessary paperwork
- Maintain a positive public image for UVHS
- Provide customer service support during UVHS open hours, special events and other times as needed
- Other duties as assigned

Qualifications Required:

- Excellent communication and organizational skills

- Enthusiasm
- Sense of humor
- Must genuinely enjoy people but also be comfortable providing feedback
- Ability to work in a high-paced dynamic environment, multi-task, and handle stress
- General knowledge of pet behavior and care or the willingness to learn
- Goal-oriented self-starter with the ability to work independently and as a member of a team
- Bachelor's degree preferred
- Demonstrated experience in coordinating volunteers and/or managing a team
- Proficiency in Microsoft Office Suite as well as strong social media/internet skills
- Must have a passion for animals and support the UVHS mission of compassionately connecting people and pets
- Ability to lift 40 pounds and sit or stand for extended periods of time

Work Hours: This is a 40 hour-per-week, salaried position. Schedule is generally Tuesday through Saturday with some flexibility based on the needs of the individual and the organization. The position may require occasional evening or Sunday hours as needed for events.