Topeka Rescue Mission

**Ministry Position Description**

Position Title: Volunteer and Staff Engagement Coordinator

Location: 601 NW Harrison Street

Reports to: Deputy Director of Supportive Services

Date: September 2022

**SUMMARY OF RESPONSIBILITIES:**

This ministry position primarily focuses on supporting the volunteers and staff of the Topeka Rescue Mission. It also includes secondary opportunities to empower and support guests of the Topeka Rescue Mission through recognition, connection, and support. There is an expectation of sharing the love and hope of Jesus Christ to all missionaries and guests served while seeing through the eyes of Jesus with a lens of trauma.

**PRIMARY DUTIES AND RESPONSIBILITIES**

* Empower and encourage staff through a Christ-centered relationship.
  + Organize and ensure all Topeka Rescue Mission staff birthdays, anniversaries and other special life events are recognized and celebrated.
  + Facilitate encouraging outreach in the form of phone call, visit, card, gift and/or video for staff members who are hospitalized, sick, experiencing loss, etc.
  + Support staff through awareness of personal needs and facilitating opportunities for need to be met (example: sick family member, moving, new baby, etc.).
* Facilitate ministry-wide staff appreciation throughout the year that will promote staff morale and unity.
  + Develop and host special events, contests, and other encouraging opportunities for employees.
* Develop and distribute in-house newsletter to aid in the facilitation of unity among staff ministry wide. (Contents include but are not limited to birthdays, prayer requests, anniversaries, birth & marriage announcements, highlights of new updates within the ministry, special recognitions, upcoming events, etc.).
* Provide support to Human Resources Department through staff education and mentorship.
  + Assist Human Resources with current New Hire Orientation by providing TBRI® overview and other support as needed while developing initial connection with all new hires.
  + Follow up with all new hires during their first 90-days of employment to provide support and gain feedback related to their new hire experience.
  + Work with supervisor and Human Resources Department to develop and facilitate (future) expanded orientation for all employees (including new hires and existing employees) as needed.

**Volunteer Engagement**

1. Coordinate with Topeka Rescue Mission Ministries management to develop a comprehensive, cohesive, and progressive volunteer program.
2. Recruit, screen, interview and train all new volunteers.
3. Provide ongoing training and supervision of preexisting volunteers, ensuring that volunteers are given appropriate training to be successful in their positions.
4. Expand and manage the current volunteer program to include a track of “missionary volunteers” who will work closer with the guests, children, and neighborhoods in a long-term commitment.
5. Develop additional ministry and missionary volunteer opportunities to meet needs of current programs and future building and program expansion.
6. Responsible for all record keeping for the Volunteer platform. Maintains volunteer calendar, arranging schedules for different departments and activities where volunteers are utilized. Ensures coverage of vacancies in key stations when volunteers do not show up or are unavailable.
7. Complete monthly reporting summaries of volunteer hours and project status
8. Develop and implement ways to encourage new volunteers and to retain volunteers through enhanced opportunities, orientation, communication, and recognition as an integral member of the “TRM family.”
9. Orient, train, coach, motivate, measure and evaluate volunteers in accordance with TRM policies, procedures, and programs. Orient volunteers to increase their understanding of TRM, its clients, its services and the role and responsibilities of volunteers.
10. Acts as liaison between volunteers and TRM to ensure that staff are prepared for arrival of volunteer groups and that all necessary tools, resources, and materials are readily available and that all affected staff understand details and expectations.
11. Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization.
12. Operate programs with attitude of continuous evaluation and improvement.

**Event Coordination:**

1. Coordinate community events with appropriate TRM staff and program areas.
2. Attend speaking engagements as representative on behalf of the Mission as needed.
3. Responsible for all record keeping for the Events.

* Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

* All candidates must be ministry-minded and have a strong desire to see staff and guests thrive
* Degree in business, non-profit management, social work, psychology, or related field or two years' working directly with at-risk individuals is required.
* Work or ministry experience in both individual leadership and group setting is required. Experience with homeless, at-risk families and training in TBRI® (Trust Based Relational Intervention) preferred

**SECONDARY DUTIES AND RESPONSIBILITIES**

* Empower and encourage guests through a Christ-centered relationship utilizing TBRI® (Trust based Relational Intervention).
  + Organize and ensure Topeka Rescue Mission staff birthdays and other special events are recognized and celebrated.
  + Facilitate encouraging outreach in the form of phone call, visit, card, gift and/or video for staff and volunteers.

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

* Must be able to work in varying conditions including but not limited to inside desk work, one-on-one and group engagement with individuals and families from all socio-economic statuses and walks of life. Must be able to lift 40 pounds. Must be able to walk on various terrain and stand 4-8 hours per day.