



Volunteer Coordinator

Vision: We desire to see a world where human trafficking is disrupted and survivors are restored.

Mission: Our mission is to strategically combat human trafficking through educational initiatives and serve sex trafficked women through a continuum of restorative care.

Our Values:

Integrity: We speak the truth and do what is right.

Stewardship: We utilize resources efficiently and effectively.

Collaboration: We learn from, listen to, and partner with like-minded individuals and groups.

Reliability: We build trust through credible advocacy and unwavering support to survivors' restoration.

Our Faith:

Greenlight Operation is a non-denominational faith-based organization that believes in the authority of the Bible for our life and practice. We believe in the life, death, burial, and resurrection of Jesus, and are committed to living out His teachings in all that we do.

General Job Description:

The Volunteer Coordinator is responsible for recruiting, onboarding, and retaining volunteers to support Greenlight Operation's mission and services. In 2024, we had 68 year-round volunteers and 272 special events volunteers. We are in an exciting season of growth and are looking for someone who wants to invest in others and is passionate about working within a Christian organization to further our mission.

This position is hourly and will range from 15-20 hours per week. Candidates for this role must be willing to do in-person work. While there is flexibility to work remotely,

most tasks will need to be completed in-person at our restoration home in Dauphin County or at community events. This role requires occasional travel for events and seminars, and travel expenses are reimbursed. Additionally, some evening and weekend work may be required.

Reports to: Residential Program Director

AREAS OF RESPONSIBILITY

Volunteer Recruitment

- Regularly meet with staff to identify volunteer needs.
- Promote open volunteer positions internally and externally.
- Review and manage volunteer applications, screenings, and interviews.
- Coordinate regular volunteer opportunities, such as service days, for those wanting to serve.

Volunteer Onboarding and Training

- Ensure all necessary paperwork is collected and filed properly.
- Oversee that volunteers go through a timely onboarding process. Keep organized templates of these procedures.
- Conduct quarterly volunteer orientations and offer ongoing training opportunities for current volunteers.

Volunteer Retention and Cultivation

- Schedule regular connections with highly involved volunteers.
- Regularly communicate about volunteer opportunities externally and internally.
- Create a care team for volunteers.
- Create and oversee growth tracks for volunteers.
- Assist with cultivating a healthy work culture and team.
- Maintain detailed records and files on all volunteers, which will include tracking background clearances and tracking when renewals are due.

Volunteer Evaluations

- Regularly assess the effectiveness of systems and processes as they relate to the volunteer program.
- Conduct regular evaluations with volunteers and keep organized files of these evaluations.
- Flag concerning volunteer behavior and communicate these concerns with your supervisor.

Community Events

- Coordinate the scheduling details for events Greenlight Operation is invited to and communicate necessary details with the team.
- Schedule volunteers to assist with booth and event needs.
- Serve as the backup to community events and represent Greenlight Operation professionally and positively.
- Aid in the planning and preparation of annual events.

Qualifications

- Alignment with the organization's mission and objectives.
- Two years related experience.
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.
- Ability to work independently and as a member of various teams and committees.
- Excellent verbal and written communication skills.
- Commitment to excellence and high standards.
- Good judgement with the ability to make timely and sound decisions.
- Demonstrated ability to plan and organize projects.
- Versatility and flexibility.
- Proficient in Office 365, Microsoft Applications, Drive, Zoom, and Adobe.
- Willingness to learn new systems.
- Leadership skills in a team environment.
- Willingness to learn about the field of human trafficking and service provision to sex trafficked women.
- Experience with problem solving and conflict resolution.
- Ability to effectively engage and collaborate with others.
- Excellent oral and written communication skills.
- Commitment to Greenlight Operation's Statement of Faith.

To Apply

Email the following to career@greenlightoperation.org:

- Resume
- Cover Letter
- Three Professional References