

Job Title: Volunteer Coordinator

Department: Domestic & Sexual Violence Services / Sprout School

Reports To: Human Resources Director

Pay Grade: TBD

Essential Status: Non-essential

FLSA Status: Non-Exempt

Position Summary

The Volunteer Coordinator is responsible for the recruitment, screening, training, placement, supervision, and retention of volunteers supporting YWCA Domestic and Sexual Violence Services and Sprout School Early Childhood Development programming.

This position also provides coordination and administrative support for Sprout School, a trauma-informed early childhood education program serving children and families impacted by domestic and sexual violence and related trauma. The role ensures that both volunteer engagement and early childhood programming align with YWCA's commitment to survivor-centered, culturally responsive, and equity-focused service delivery.

The Coordinator works closely with leadership across Crisis Services, Support Services, Housing Services, Outreach and Prevention, and Early Childhood Education to ensure integrated services that support both caregivers, children and survivors of intimate partner violence.

Essential Functions

Volunteer/Internship Program Management

- Develop, implement, and maintain a comprehensive volunteer and internship program supporting all YWCA Services.
- Recruit, screen, interview, and onboard volunteers and interns in accordance with agency policies and safety requirements.
- Coordinate volunteer and intern assignments across YWCA departments to include special assignments.
- Maintain accurate volunteer and intern records including applications, background checks, training completion, placement and tracking hours.
- Ensure volunteers and interns are appropriately trained, supervised, and supported in all assigned roles.

Training and Development

- Design and facilitate volunteer and internship training programs, including trauma-informed care, confidentiality, crisis awareness, and survivor-centered practice.

- Provide orientation and support for volunteers and interns working in both direct service and Sprout School environments.
- Ensure volunteers and interns understand child safety protocols, mandated reporting requirements, and appropriate professional boundaries.
- Develop training materials and resources in collaboration with program leadership.

Supervision and Support

- Provide ongoing supervision, support, and evaluation of volunteers and interns across all assigned program areas.
- Serve as a point of contact for volunteer and internship support needs.
- Address performance concerns with volunteers and interns, including coaching and corrective action when necessary.
- Support a safe, inclusive, and trauma-informed environment for staff, volunteers, interns, children, and families.

Community Engagement and Recruitment

- Develop volunteer and internship recruitment strategies to engage diverse individuals, groups, and community partners.
- Build relationships with schools, universities, civic organizations, faith communities, and corporate partners.
- Represent YWCA at community events, volunteer fairs, and outreach opportunities.
- Promote volunteer and internship engagement in both direct service and early childhood development programming.

Program Coordination and Collaboration

- Coordinate closely with Directors to assess volunteer and intern support needs.
- Assist with scheduling and coordination of program events, family engagement activities, and special initiatives.

Compliance, Data, and Administration

- Maintain accurate records related to volunteer, internship and program activities.
- Ensure compliance with agency policies, confidentiality standards, child safety requirements, and licensing regulations as applicable.
- Assist with data collection and reporting for volunteer and internship engagement and grant related outcomes.
- Support audit readiness and documentation requirements for funding and compliance purposes.

Quality Assurance and Continuous Improvement

- Monitor effectiveness of volunteer and intern engagement and activities.
- Collect feedback from volunteers, interns, staff, and families to improve programming.
- Support continuous improvement efforts to strengthen trauma-informed, equity-centered service delivery.
- Identify opportunities to enhance volunteer, internship and early childhood program integration.

Supervisory Responsibilities

Provides supervision and coordination for all volunteers and interns engaged in Domestic and Sexual Violence Services and Sprout School programming. This includes onboarding, training, scheduling coordination, performance monitoring, coaching, recognition, and corrective action as needed.

Qualifications

Education

- Bachelor's degree in Human Services, Early Childhood Education, Social Work, Psychology, Education, Nonprofit Management, or a related field preferred.

Experience

- Minimum of two (2) years of experience in volunteer coordination, early childhood education support, nonprofit programming, or human services.
- Experience working in domestic violence, sexual assault, trauma-informed services, or child development programs strongly preferred.
- Experience working with children, families, and/or vulnerable populations required.
- Experience developing training or facilitating group learning preferred.

Knowledge, Skills, and Abilities

- Strong commitment to trauma-informed, survivor-centered, and equity-focused practices.
- Ability to recruit, train, and retain volunteers and interns in a structured program environment.
- Strong communication, organization, and interpersonal skills.
- Ability to work collaboratively across multiple departments and program areas.
- Strong facilitation and training skills.
- Ability to manage multiple priorities in a fast-paced nonprofit environment.
- Proficiency in Microsoft Office and data tracking systems.

Additional Requirements

- Successful completion of criminal background and reference checks.
- Ability to complete required training for working in early childhood and domestic/sexual violence service environments.

Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.