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| Logo  Description automatically generated | **Volunteer & Partner Services CoordinatorJob Description** |

**About Us**

Star House exists to lift young people out of homelessness and into a community of hope. Founded in 2006, Star House operates our nation’s only 24/7/365 drop-in center for teens and young adults experiencing homelessness that offers immediate access to safety and hosts continuous best practice research for effective service. Along with the Finance Fund and Columbus Metropolitan Housing Authority, Star House operates the only housing village of its kind in Central Ohio for young people who are exiting homelessness. The organization met the unique needs of 1,160 individual young people in 2022, successfully connecting them with housing, jobs, education, health care, therapy, and a range of community resources.

Star House’s mission is to do whatever it takes to support young people as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model of service for youth nationally and globally, based on the demand for our services in other communities.

We are seeking an Volunteer & Partner Services Coordinator who believes in our mission; embodies our values of unconditional love, doing whatever it takes as long as it takes and creating innovative solutions; and who can help us achieve our vision with development expertise.

**Job Description**

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| **Title:** Volunteer & Partner Services Coordinator |
| **Work Location:** Star House, 1220 Corrugated Way, Columbus, OH 43201 |
| **Reports To:** Manager of Team Resources & Development |
| [x] Full-Time | ☒ Exempt, Salary |
| **Position Summary:**The Volunteer & Partner Services Coordinator oversees ongoing recruitment, training and supervision of the hundreds of volunteers who contribute thousands of hours annually of critical services and support for the Star House programs. In addition, the Volunteer & Partner Services Coordinator provide presentations to the community about Star House and its volunteers and participate in special projects, as needed, at the request of the CEO. |
| **Responsibilities and Essential Functions:**The following duties are representative of performance expectations; however, the list below is not ranked in order of importance.* Conducts volunteer registration, orientation, tours and ongoing training to promote successful volunteer interaction
* Engages in general and targeted recruitment of volunteers to meet agency and client needs
* Schedules volunteers and maintains volunteer calendar. Coordinates with other staff for volunteer and donation processes and schedules
* Supervises volunteers and interns in various settings including warehouse, kitchen, garden, etc.
* Responsible for onboarding new community partners and managing and supporting their day-to day operations at the drop-in center
* Acts as a Star House ambassador and speaker while developing and maintaining partnerships with community organizations and business/corporate partners to ensure appropriate volunteer opportunities to raise awareness and support and resource sharing
* Performs administrative tasks such as: data entry, volunteer contracts, background checks, writing letters of recommendation, Amazon Wish List and website updates
* Reports on volunteer metrics and other data information items as necessary
* Addresses volunteer and donation questions that come from emails and social media sources
* Creates, implements and manages volunteer acknowledgement and appreciation programs
* Takes on projects and assists with special events as assigned
* Performs other specific job-related duties as assigned by the Chief Executive Officer or their designee

“Job performance is evaluated according to the policy provisions of Star House and the Educational Service Center of Central Ohio-Council of Governments.” |
| **Minimum Qualifications:*** Bachelor’s Degree in Public Relations, Communications, Social Work or a related field or equivalent experience
* Salesforce or another CRM database experience
* Prior experience with volunteer and donations outreach, recruitment and training
* Experience working with those experiencing homelessness, substance abuse, trauma, and/or adolescents/young adults strongly desired
* Flexible schedule availability – some nights and weekends required
* Experience working in a collaborative team setting
* Strong customer service orientation
* Ability to work calmly and effectively under pressure and frequent changes
* Ability to multi-task
* Ability to work with individuals and groups on various projects and engage community members to build and maximize relationships
* Excellent communication skills both written and verbal with the ability to provide information in a clear and concise manner
* Proficient in Microsoft Office, including Outlook, Excel, PowerPoint and Word
* Ability to work independently, manage multiple projects and complete projects per established timelines

*Note:* This assignment may require a valid driver’s license and access/availability of a reliable vehicle. |

*Star House is committed to equal opportunity employment, regardless of race, color, religion, age, sex, sexual orientation, gender identity and expression, socio economic status, national origin, veteran or disability status. In order to further Star House’s mission, achieve our vision and live out our values, drawing from the collective wisdom of a diverse group of individuals is essential. With diverse minds influencing our work and decisions, we can go further for the young people we serve, ensuring that our continued programming and the solutions developed along the way are influenced by the best minds.*