



Job Description

Job Title: Black Hills Program Coordinator
Responsible to: Database Manager
Responsibilities: The Black Hills Program Coordinator is responsible for the programming and operations of the Volunteer Connections program and other related programs in the Black Hills.

Provide programming and operations for the Volunteer Connections Program in the Black Hills

1. Serve as a clearinghouse for volunteer referrals.
 - a. Build and maintain a comprehensive and accurate database of opportunities. This includes recruiting new agencies and new opportunities, updating the database and related website, and training agencies on the use of the database. This also includes providing volunteers technical support and training on database use.
 - b. Connect individuals, groups and businesses with volunteer opportunities in person and through the 211 phone line.
 - c. Promote volunteer opportunities through weekly media releases and emails. Recruit volunteers to engage with Volunteer Connections programming. Promote volunteerism at volunteer fairs and community events.
2. Provide consultation and support to community agency volunteer managers.
 - a. Provide training opportunities to enhance volunteerism and volunteer management.
 - a. Provide consultation and serve as a resource for volunteer managers.
 - b. Develop quarterly newsletters for volunteer managers, communicating events, research and educational information about volunteerism.
3. Serve as a community resource and advocate for volunteer issues. Network with agencies, organizations, media and businesses to promote volunteerism and Helpline Center programs.
4. Coordinate all aspects of the Spirit of Volunteerism Awards, Volunteer of the Month celebrations and Volunteer NOW projects.
5. Work with city, county, state disaster and VOAD agencies to aid in disaster relief.
 - a. Complete FEMA Trainings to be certified to be in the EOC.
 - b. Attend Emergency Management meetings as needed.
 - c. Manage disasters when called upon from onsite location while communicating to the 211 Helpline needed information.
 - d. Lead the unaffiliated volunteer center in the time of a disaster.

Provide support to 988, 211 and Suicide Prevention programs

1. Stay up to date on community resources as they related to the Helpline Center resource database. Coordinate updates of resources with the Database Manager
2. Serve as a community resource to increase awareness of 988 and 211 in the Black Hills communities
3. Present trainings such as Helpline University, QPR, Mental Health First Aid, and others to community members. Provide additional trainings or presentations as needed.

4. Stay up to date on the latest data and trends regarding mental health including suicide and substance use.

Provide reporting of the Volunteer Connections Programs and operate within budget.

1. Provide operations within budgetary restraints and assist with reports and presentations for funding opportunities.
2. Submit required reports, communications, and documents to the Vice President of Community Development.

Assist with fund development and public relations to sustain Helpline Center programs in the Black Hills.

1. Lead fund development efforts as needed, including making direct asks, writing grants and cultivating and expanding sponsorship development and fulfillment for the Black Hills Helpline Center programs and events such as Volunteer of the Month, Volunteer NOW, and Spirit of Volunteerism Awards.
2. Assist in the development and implementation of public relations, marketing, public presentations and communications to increase awareness of Black Hills Helpline Center programs.

Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Adhere to Helpline Center’s Brand Standards in all printed and emailed communications.
4. Participate in the agency and demonstrate team participation and a work place philosophy that enriches staff’s ability to reach goals and provide a high level of customer service.
5. Develop professional and personal growth through opportunities and involvement.
6. Maintain professional oral and written communication.

Additional Duties

1. At times staff will be required to perform additional duties beyond those specified.

Qualifications: Bachelor’s degree. Experience with social service agencies/community services/volunteer organizations desired. Demonstrated skills in written and verbal communication along with excellent interpersonal skills. Excellent initiative, organizational skills, flexibility and desire to assist people. Ability to supervise staff and volunteers. Computer literate. Offers of employment contingent upon acceptable criminal background check.

Hours: Nonexempt FT, 8 a.m. to 5 p.m. Monday - Friday, or as required.

Updated: 4/1/2024

Employee Signature

Date

Supervisor Signature

Date
