

**Nationalities Service Center**

**Volunteer Coordinator**

Nationalities Service Center (NSC) is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

**Position Overview**

The Volunteer Coordinator is responsible advancing engagement of interns, volunteers and supporters in NSC programs. This position will oversee intern, volunteer and individual and group supporter recruitment, engagement, onboarding, training, tracking and retention. The program will expand NSC’s current volunteer model to include individuals, groups and corporate partners.

The Coordinator has internal contacts with the entire NSC staff and external contact with partners, stakeholders, and the general community. This position has access to sensitive NSC information and is expected to handle such information with integrity and professionalism. This position has regular contact with members of the community and is expected to represent NSC in a professional manner.

The Volunteer Coordinator will report to the Director of Program Operations and Quality Assurance.

## Essential Functions

1. Guide and manage visibility for NSC’s current volunteer, intern and supporter opportunities.
2. Conduct community engagement with groups, universities and corporations to engage volunteers.
3. Screen prospective volunteers, interns and supporters to determine the appropriate placement.
4. Work collaboratively with colleagues to determine current and future needs for volunteers, interns and supporters.
5. Ensure all incoming individuals complete appropriate documentation including background checks.
6. Conduct orientation with incoming volunteers, interns and supporters.
7. Maintain ongoing communication with volunteers, interns and supporters stewarding their ongoing engagement with NSC.
8. Support the planning and implementation of special client events.

**Non-Essential Functions**

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and visibility.
2. Adheres to NSC’s security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitate and/or attend relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities**

* Basic understanding of NSC’s mission, vision, values, programs and services and business plan.
* Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
* Ability to effectively use standard office equipment.
* Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
* Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
* Adheres to all NSC and departmental policies and procedures.
* Attends all NSC in-services as required.
* Strong written and verbal communication skills and effectively communicate with individuals and groups.
* Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team’s work.

**Experience, Education, and Licensure**

**Minimum Experience**: 5+ years experience working with volunteers.

**Minimum Education:** Master’s in a related field preferred.

**Licensure:** Valid drivers’ license with access to reliable transportation or eligible for shared auto program.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to client and community locations.
3. Travel in and around NSC’s service delivery area to support delivery of resettlement services to clients.
4. Position may require occasional trips to attend conferences seminars, and meetings.
5. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

**Hours:** This position is part-time up to 24 hours per week.

**How to Apply:** Please email detailed letter of interest and résumé to [jobs@nscphila.org](mailto:jobs@nscphila.org). Please no phone calls.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.