



DONATE LIFE NORTHWEST Job Description

Job title: Volunteer & Administrative Coordinator

Department: Programs & Operations

Reports to: Operations Director

Supervision Exercised: no

FLSA Status: 37.5 hrs/week, exempt

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Approved Date: 7/16/21

Description:

Donate Life Northwest has been improving health and saving lives in Oregon and SW Washington through the promotion of organ, eye and tissue donation since 1975. With a budget of one million, a staff of ten, and hundreds of active volunteers, our vibrant Donate Life Northwest community includes: donor families carrying loved ones' legacies; living donors sharing the joy of giving; those waiting with hope for transplant; grateful recipients paying it forward; organ, eye and tissue banks, transplant centers, and other organization partners; and more than 2.8 million registered donors.

We take pride in these tremendous successes, but work with a sense of urgency to accelerate programs and bring hope to thousands in need of transplant who face a shortage of donors. Work-life balance and mutual support are essential to maintaining the energy and focus needed for our dynamic work.

Volunteers and staff are valued for individual strengths in our community-building organization, and we share a deep commitment to diversity, inclusion and health equity. That commitment guides our work to overcome barriers to donation, and honors the powerful ways that gifts of life, sight and health can connect communities and transcend divisions of race, faith, ethnicity, language, culture, class, gender, sexual orientation, and physical or mental ability.

Job Purpose Summary:

The Volunteer & Administrative Coordinator is responsible for the implementation and evaluation of Donate Life Northwest's general volunteer engagement activities, which include volunteer recruitment, coordinating, and training volunteers, and recognition/appreciation. The position reports to the Operations Director and works closely with the Community Engagement Manager. They will also provide administrative support and help ensure the efficient day-to-day operation of the office through coordination of office functions, implementation of administrative systems, procedures and policies, and monitoring of administrative projects.

Essential Duties and Responsibilities: include the following. Other duties as assigned.

Volunteer Engagement:

- Further develop, expand, and market the Donate Life Northwest Volunteer Ambassador program including recruitment, training, scheduling, supervision, recognition, evaluation and support of general DLNW ambassadors
- Review and update volunteer job descriptions, track individual volunteer progress and measurements of success; and report outcomes to Programs Team
- Oversee daily administration of volunteer programs including material requests, logistics, and data entry and database management
- Review annually and update volunteer program materials such as toolkits, applications, volunteer agreements, orientation handbooks, and presentations
- Work closely with the Community Engagement Manager on various community initiatives (e.g. Threads of Life Quilt, Donor Sabbath, volunteer appreciation events, etc.)

- Identify storytelling projects involving members of the transplant and donor community and refer them to the appropriate staff person
- Work closely with development staff to successfully integrate engagement work into fundraising efforts
- Participate in strategic planning and ongoing program evaluation
- Compile collected information for Director of Education and Outreach to regularly present to the Donate Life Northwest Board and Executive Director
- Pull and review database reports and send monthly mailings (birthday and anniversary cards) to volunteers and supporters.
- Coordinate volunteers for special events such as Lifesavers Breakfast and Dash

Administrative & Finance:

- Answer general phone & email inquiries using a professional and courteous manner. Direct legitimate phone and email inquiries to the appropriate staff person (typically 0-20 phone calls and emails/day).
- Process paper registration forms for the online organ donor registry within seven days of receipt.
- Office supply management: purchase, receive and store shared office supplies. Track inventory to ensure that basic supplies are always available.
- Financial reconciliation: Accurately reconcile monthly bank statements to accounting software (QuickBooks) entries. Pull detail contribution reports from the contributor database (CiviCRM). Reconcile bank deposits to contributor database entries. (These tasks are typically completed quarterly)

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Minimum 2 years of experience managing volunteers and implementing awareness campaigns, events or other initiatives. Prior experience with administrative support and/or detail oriented work preferred.

Language Skills: Ability to write clearly with proper spelling and grammar to correspond with volunteers, produce training/presentation materials, social media posts, and newsletter articles. Ability to speak effectively to volunteers, DLNW staff, vendors, partner agency representative and the general public calling with questions. Skilled at presenting to small/medium groups of volunteers.

Interpersonal Skill: Ability to work effectively and diplomatically with diverse personalities, including Board of Directors, volunteers, staff, partner agency representatives and vendors. Courteous, pleasant manner and phone voice/customer service oriented. Ability to navigate emotional conversations (e.g. re: illness/death/dying) with compassion and sensitivity.

Reasoning Ability: Ability to initiate, prioritize and complete projects with minimal supervision, handle logistics, interpret instructions provided in writing, orally or in diagram form. Ability to organize systems and coordinate projects, sometimes under tight deadlines.

Mathematical Skills: Ability to perform basic mathematical calculations including addition, subtraction, multiplication, division, percentages, and averages.

Computer Skills: Proficiency using Microsoft Office Word, Excel and Outlook; familiarity with or ability to learn website editing platform (Drupal), contributor/volunteer database (CiviCRM) and financial management software (Quickbooks); experience using social media platforms and working knowledge of best practices.

Other Skills, Abilities, Qualifications:

Prefer working in a collaborative team model; training development and coordination experience preferred; bi-lingual skills a plus, but not required. Available to work and/or participate in DLNW functions on weekends and evenings on an occasional basis.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- **Ethics** – Treats everyone with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Maintains confidentiality.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Shares expertise with others.
- **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Communication** – Speaks and writes informatively, clearly and persuasively; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Varies writing style to meet needs; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; observes safety and security procedures; Respects diversity.
- **Strategic Thinking and Innovation** - Meets challenges with resourcefulness; Generates suggestions for improving work.
- **Judgment** – Includes appropriate people in decision-making process.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time effectively and efficiently; organizes or schedules other people and their tasks.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality and Quantity** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Dependability** – Is consistently at work and on time; Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan; Plans in advance for time off.
- **Motivation and Initiative** – Requires minimal supervision; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals; Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Substantial local (and, to a slightly lesser extent, regional) travel is required. Candidate must possess a reliable form of transportation to be able attend meetings and events throughout the organization's territory (Oregon and several counties in Washington). Occasional overnight travel may be required.

Donate Life Northwest staff continue to primarily work remotely during the pandemic but we have plans to return to a hybrid work model – a mix of in office and remote work. Work is generally performed within a typical office environment, (either in our downtown Portland office, or from home with provided equipment,) with travel to off-site meetings and events, including evening and weekend events. Consideration will be given to candidates who live within our service area in Oregon and Southern Washington.

Physical Requirements:

The physical requirements 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.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus for use of computer monitor.

Direct reports

No direct reports.

Salary & Benefits

Starting salary is \$36,000-\$42,000/year commensurate with experience. Generous (100% employer paid) benefit package including health, dental, short term disability insurance, life insurance, EAP, and option for FSA; 401K employer contribution and match after six months; generous paid time off (120hrs 1st year) and holidays (9); parking or Tri-Met pass; alternative work schedule options; conference and other career development opportunities.