



Volunteer Programs Coordinator Job Description

MedWish Medworks is a humanitarian nonprofit dedicated to advancing health equity and environmental sustainability. We achieve this by providing essential care, redistributing surplus medical supplies, and connecting medically underserved communities with vital resources, in Northeast Ohio and around the world.

POSITION

Reporting to the Director of Operations, the Volunteer Programs Coordinator (VPC) supports the mission of MedWish Medworks (MW2) through the recruitment, retention, recognition and supervision of volunteers and interns. The VPC's primary responsibility is the oversight of the volunteer program. The VPC will need to be prepared to work face-to-face with groups of up to 70 volunteers as well as individual interns. MW2 receives over a half a million pounds of donations each year. The number and quality of volunteer hours will directly impact MW2's ability to meet the medical needs of our recipients and increase our worldwide efforts; therefore, the VPC position requires an active approach to achieving goals in collaboration with staff and volunteers. The VPC will also oversee the online volunteer registration system of MW2. This includes all opportunities from sorting, clinics, and special projects.

CORE RESPONSIBILITIES AND TASKS: *(The following are not designed to contain or be interpreted as an exhaustive list of all duties, or responsibilities required of an employee assigned to this job. Management retains the discretion to add to or change the duties of this position at any time.)*

General Volunteer Administration:

- Manage the online volunteer registration system to schedule, track, and organize all volunteers' information.
- Maintain a live dashboard of key impact and volunteer metrics.
- Greet volunteers, ensuring all volunteers have the necessary paperwork completed.
- Conduct volunteer orientation and tours to acquaint new volunteers with the mission of MW2.
- Promote a positive and impactful MW2 volunteer program.
- Maintain Volunteer Program records.
- Maintain organization and cleanliness of volunteer orientation room.
- Work alongside the Advancement team to identify key volunteers and groups for potential donor cultivation.
- Provide the Advancement team weekly reports of volunteer groups and engage the Advancement team to assist with tours of groups as needed.
- Support the needs of the Clinic team to identify possible volunteers for clinic opportunities and serve as the primary greeter to check volunteers in at the 2-Day Clinic each November.

General Volunteer Management:

- Prepare tasks and train volunteers in daily sorting and projects to facilitate the MW2 mission of saving lives and protecting the environment.
- For large volunteer groups, lead and supervise volunteer groups involved in all levels of the supply sorting and processing stages.
- Assign projects, lead, and supervise the work of interns, individuals, and large groups as they sort and process medical supplies.
- Manage the day-to-day oversight of volunteer areas perceiving, anticipating, prioritizing and increasing the overall amount of sorting.
- Ensure efficient and adequate flow of supplies through multistep sorting process.
- Assist with set up and cleanup of sorting projects for general volunteers.
- Maintain and update the supply room to ensure efficient volunteer sorting and recipient packing.
- Monitor compliance with, and suggest improvements to, MW2's existing volunteer policies and procedures.

Internship Program Expansion, Coordination, and Oversight:

- Working with department heads, develop new internship opportunities and expand existing internship roles in conjunction with the needs and opportunities of different teams and departments at MW2.
- Conduct a general orientation for all new interns.
- Manage the administration of internship program in partnership with the HR & Finance Specialist to promote vocational and professional development.

Outreach, Promotion, and Recognition:

- Promote a positive and impactful MW2 volunteer program.
- Compile and collect information for newsletters, social media, online content and marketing pieces about MW2's Volunteer Program.
- Create and implement methods to communicate the MW2 mission to recruit volunteers. This may occur individually or in conjunction with Advancement Team.
- Answer questions from volunteers via phone, email, or other communication methods within 1-2 business days.
- Develop and foster relationships to retain volunteers, serve as the primary volunteer contact, and create opportunities for increased engagement.

Special Events:

- Plan for, recruit, and coordinate volunteers for special events and fundraisers in conjunction with the Advancement team.
- Conduct orientation sessions for volunteers assisting with special events.
- Plan and execute volunteer events, and volunteer appreciation events with the Advancement Team.

Other:

- Assist with facility maintenance and cleaning needs as requested.
- Exhibit conduct that reflects MW2's core values.
- Assist with mission critical projects such as clerical projects and the annual inventory audit
- Conduct the monthly Safety Audit at least once per year.
- Follow MW2's health and safety protocols and standards, and promote a safe and productive work environment for all staff, volunteers, and visitors.

QUALIFICATIONS

- High School Diploma or GED required. Bachelor's degree preferred.
- Strong English written and oral communication skills with outgoing and patient demeanor.
- Excellent people skills and the ability to work with diverse stakeholder populations.
- Flexibility to work up to 3 Saturdays a month and occasional evening hours.
- Ability to lift no more than 75 pounds.
- Ability to work on your feet for an extended amount of time (7-9 hours per day).
- Ability to succeed in a fast-paced, non-traditional work environment.
- Ability to work in diverse climates, both hot and cold.
- Medical background helpful, but not required.
- Exercise discretion and independent judgement concerning matters of significance within the volunteer department
- Personal qualities of integrity, credibility, and dedication to the mission of MW2.
- Must pass a background check.

JOB TYPE: Salaried, Non-Exempt

SCHEDULE: Tuesday – Friday 8am-5pm | Saturdays (2 per month) from 8:30am-12pm | Additional hours may be available/scheduled on occasion for special events.

To apply, please send your resume and cover letter to kfoster@medwish.org and complete the [MW2 online employment application](#).