

IYG Job Posting:

Job Title: Volunteer and Client Specialist

Hours: Full Time

FLSA Status: Exempt/Salaried

Location: Indianapolis based

Starting salary range: \$45,000.00-\$47,000.00

Position Summary:

The main responsibility for this person is to coordinate the volunteers **for all IYG locations**. They must communicate consistently with the volunteers and those who express interest in volunteering along with fellow employees effectively, follow-up in a timely manner, and work on ways to increase and improve the volunteer program. This is vital to all current three IYG locations. (soon to be more) The person will also help staff the Indy center during nights we are open. This job also includes completing a monthly volunteer newsletter and volunteer surveys on occasion.

Position Responsibilities:

Volunteer duties:

- Coordinate volunteer schedules with volunteers and staff
- Guide potential volunteers through the process for screenings
- Work with the volunteers to schedule according to their needs or desires
- Serve as point person for volunteer needs and communication
- Perform volunteer orientations
- Recruit new volunteers as needed
- Ensure background checks are completed using established processes
- Organize IYG workdays for external groups who want to serve IYG
- Be available for tabling events at outside events from time to time
- Cover several nights each week in the center as scheduled up until close
- Distribute a volunteer survey once a year at minimum
- Hold a volunteer appreciation event once a year
- Seek feedback from volunteers on a regular basis using creative methods
- Develop and distribute a volunteer e-newsletter for distribution monthly
- Hold a volunteer meeting monthly for communication happenings
- Coordinate volunteers for tabling and other events
- Maintain volunteer spreadsheet and related information on it
- Be able to explain the process to those who need to know or ask
- Be very responsive to potential volunteers in all IYG centers

Other duties:

- Maintain the Idemia spreadsheet for fingerprinting each month so the balance is known.
- Attend to you and volunteers questions, needs and support request as they occur
- Facilitate groups for service projects as requested including on Saturdays
- Work with and delegate to interns so that they have a positive learning experience
- Conduct intake meetings when needed
- Assist in the recruitment of new clients to IYG
- Help identify new services for clients and share with your manager
- Other duties as assigned

Reporting Structure: This person reports to the Chief Operating Officer (COO).

Position requirements:

- Minimum of one-year experience overseeing a volunteer program
- One year or more experience working with youth
- High school diploma or equivalent required
- Associates degree or higher is preferred
- Must be sociable with all those who express interest and have great follow-up skills
- Must be able to work several nights a week until closing
- Must be good at talking with all people and presenting in front of groups
- Available to work on some Saturdays for events and projects
- Experience with MS Suite, such as Word, Excel, and PowerPoint
- Strong time management, organization, and communication
- Ability to interact with clients 12-20 years old and maintain a constructive and professional relationship with them.
- Must work in coordination with other client services team members at each IYG location
- Travel may be required on occasion.
- Must have the ability to work alone or with a team
- Strong work ethic with the ability to self-start
- Must have the ability to work both independently and in collaboration with others
- Strong foundational knowledge and competency about LGBTQ+ issues, needs and terms
- Must be vaccinated for Covid and have proof
- Must pass all background checks

***We encourage people of color, transgender, and non-binary people to apply. IYG is an equal opportunity employer and welcomes everyone, including non-LGBTQ+ people, to join our team. At IYG, we are dedicated to being diverse, inclusive, and authentic.*