



**JOB ANNOUNCEMENT
VOLUNTEER COORDINATOR
PHOENIX OFFICE**
www.firrp.org

THE ORGANIZATION

The Florence Project was founded in 1989 to respond to a representation crisis for indigent non-citizens detained at the rural Immigration and Customs Enforcement (ICE) Detention Center in Florence, Arizona. Through our programs today, we provide services to more than 4,000 men, women, and children detained in Eloy, Florence, Phoenix, and Tucson, Arizona on any given day. The Florence Project has become known nationally for its legal service delivery systems which ensure detained people empowered access to justice. The Florence Project provides high quality legal advice or representation and supports initiatives for national changes in immigration law and policy.

THE VOLUNTEER COORDINATOR POSITION

The Volunteer Coordinator will build our volunteer program, and manage all elements of volunteering at the Florence Project. This role involves assessing volunteer needs within the organization, and meeting those needs through recruitment, placement, and retention of volunteers. This position will work primarily with our Pro Bono and Development teams, and will liaise with Human Resources in the development of policies and procedures. The position is supervised by the Pro Bono Program Manager.

Main duties are to promote and coordinate volunteer opportunities within the organization, including but are not limited to the following:

- Develop systems and recommendations to efficiently screen and utilize volunteers throughout the organization; initial focus will be on setting up systems to respond to volunteer requests, and finding volunteers such as interpreters, psychologists, and medical professionals, as well as volunteers to support our efforts in fundraising, donor stewardship, special events, and communications.
- Create, develop, and manage volunteer Interpreter/Translator Program.

- Research and draft volunteer policies, procedures, and standards of volunteer service.
- Liaise with various teams within the organization, and assess their need for volunteer assistance.
- Host and attend recruiting events within the community to attract qualified candidates, and work with Community Engagement Coordinator to publicize opportunities for volunteers
- Interview volunteers and ensure they are appropriately matched and trained for a position.
- Serve as point of contact for all volunteers, including volunteer inquiries, orientation, and general training.
- Monitor, support, and motivate volunteers and their work.
- Celebrate volunteering by organizing volunteer recognition program and nominating volunteers for awards.
- Monitor and evaluate all aspects of our volunteer programs to ensure effectiveness, and recommend/implement changes as appropriate.
- Maintain accurate records and provide statistical and activity reports on volunteer participation.
- Develop and maintain relationships with other volunteer organizations, attend committees and meetings.
- Maintain databases and perform other administrative duties.
- As part of the pro bono team, serve as Spanish interpreter when needed for pro bono attorneys.

Applicants are encouraged to apply as soon as possible. This position is based in the Florence Project's Phoenix office, with occasional travel to Tucson, Florence, and within the state.

QUALIFICATIONS

We are seeking an individual who has a commitment to immigrant rights, social justice, or human rights issues and is able to work with a diverse array of individuals and stakeholders. Candidates must enjoy working in a collaborative, innovative, and client-centered work environment, and must be flexible and a team player. Must have fluency or advanced proficiency in Spanish.

Candidates will need to show:

- Excellent communication skills.
- Strong interpersonal skills and the ability to deal with a diverse range of people.
- Experience managing or coordinating projects.
- An empathy with volunteers and an understanding of their needs.
- The capacity to inspire and motivate others.
- The ability to deal with information in a confidential manner and respond with sensitivity.

- Good organizational skills and the ability to manage a variety of tasks.
- Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports.
- Experience of working across different sectors and developing links with other agencies.
- A flexible and non-judgmental approach to people and work.

Prior experience managing volunteers, experience with the Florence Project, and prior office administrative experience is a plus.

SALARY and BENEFITS

This is a full-time, salaried non-exempt position. We offer a competitive salary, commensurate with experience. Florence Project strives to create and uphold a positive, supportive, and inclusive work environment for staff. We offer excellent benefits, including medical, dental, vision, and basic life insurance, with full premiums paid by the Florence Project. We also provide mileage reimbursement for travel between offices and places of work. After two years of employment, staff members are eligible for the employer matching retirement plan. Paid time off includes one-personal day each month in addition to fifteen-days of vacation and twelve-days of sick/medical leave annually, six-weeks maternity-paternity leave (up to twelve weeks total, with option to use personal, vacation, and sick paid time off for unpaid portion), and bereavement leave. The Florence Project observes all federal holidays. After three years of employment with the Florence project, staff members are eligible for an eight-week paid sabbatical.

APPLICATION PROCESS

This is an immediate opening. Applications will be considered on a rolling basis, and applicants are encouraged to apply as soon as possible. To apply, please send a cover letter and a resume with three professional references to jobs@firrp.org, with "Volunteer Coordinator" in the subject line. Only applicants selected for an interview will be contacted. The Florence Project values diversity in the workplace and strongly encourages applications from people of color, LGBTQ individuals, individuals with disabilities and members of under-represented or disadvantaged communities.