



Rape Response, Inc.

*Volunteer Program Director Job Description Summary*

**Supervised by: Executive Director**

**Purpose:** The Volunteer Program Director will

- provide Volunteer Program leadership, structure, management, recruitment, retention and public awareness
- sustain compliance with training standards and provide high-quality, creative and year-round training options
- support satisfaction and performance using communication, resources, fellowship, appreciation & recognition
- collaborate with the Advocacy Director and Community Engagement Director to positively impact teamwork and the multi-faceted internal referrals generated by contacts in the six-county service area
- exhibit and embrace the professionalism standards required for Rape Response team members

**VICTIM SERVICES**

- obtain a clear and full understanding of services and programs through victim advocacy cross training
- complete the formal Rape Response Volunteer Advocate training series, the Victim Advocate Training [VAT], and thereafter complete 10 hours of ongoing training annually
- ensure victims are connected to services and use training and agency resources to build competency in explaining options to victims and their significant others, as well as to citizens who seek general information
- within volunteer recruitment and public awareness functions there will be disclosures from victims, significant others and agencies, requiring use of excellent communication, internal referral, collaboration and follow-up
- distribute materials that identify services and programs for sexual assault, as well as promote agency website
- 24/7 Crisis Line and Emergency Room on call duties; crisis intervention, back-up 24/7 first call, as well as develop, maintain and distribute volunteer, staff and CCR schedule for 24/7 coverage, back-up & night call
- victim support, assessment, referral including Victims Comp claims & Health after-care
- provide medical, law enforcement and judicial accompaniment
- produce accurate and timely monthly and quarterly reports using data management and methods

**VOLUNTEER PROGRAM MANAGEMENT, TRAINING, QUALITY ASSURANCE AND DEVELOPMENT**

- create and implement an annual Volunteer Program operations and development plan that results in recruitment and retention of an average of 24 active Volunteer Advocates
- recruit, train, coordinate, supervise and report data for “Crisis Call Responders” and university interns
- ensure public awareness promotes a variety of volunteer opportunities and develop individual and committee roles and functions that benefit operation of the Volunteer Program as well as the agency mission and services
- collaborate with Executive Leadership Team to identify prospects and target markets, avoid duplication and maximize effectiveness of community presentations, ensuring volunteer recruitment is effectively included
- collaborate with Community Engagement Director on inclusion of Volunteer Program in marketing, public awareness and outreach materials, social media, web site, exhibits, event participant information, brand/logo
- conduct initial screening, application, interview, schedule preferences, disclosure of training compliance requirements, reference and background checks and all other onboarding; offer range of volunteer options
- manage delivery of initial and ongoing training compliant with Standards for GA Sexual Assault Centers; include range of options such as independent study that includes mandated number of face-to-face hours
- review volunteer status toward continuing education compliance; implement individual plans as needed
- develop written tools to describe training curriculum and continuing education resources and requirements

**Classification, Schedule & Wages:** Full-time salaried, exempt with benefits; salary based on related education, experience, an established range for the position, year-to-year funding changes and/or budget capacity. Travel in a six-county area is required as well as night and weekend work aligned to job duties and assignments by supervisor.