

Volunteer Services Coordinator

The Organization: Founded in 1993, CommunityHealth is the largest free clinic in the country. Operating out of Chicago's West Town neighborhood, CommunityHealth is a medical home for nearly 10,000 low-income, uninsured adults. Services include primary care, 20+ on-site specialty/diagnostic services, medications (through an on-site licensed pharmacy), mental health/social services, health education, and more. CommunityHealth's mission is made possible through support from our donors/funders, community partners, staff and more than 1,000 volunteers.

Our Mission: Serving those without essential health care.

Our Vision: Building healthier communities.

The Opportunity: CommunityHealth seeks to hire a full-time Volunteer Services Coordinator. Under the supervision of the Manager of Volunteer and Training Programs, the Volunteer Services Coordinator is responsible for coordinating various clinic volunteer departments, including recruitment, orientation, training, scheduling and ongoing support, while driving communications, engagement, enrichment, and recognition programming across the Volunteer and Training Programs department. The Volunteer Services Coordinator works with staff, volunteers, and providers to ensure adequate coverage to meet the clinic session needs and that all are in compliance with health center policies and procedures.

Duties and Responsibilities

- Coordinates orientation, onboarding, training, scheduling and ongoing support for clinic volunteers, ensuring consistent commitment and quality of experience - including but not limited to dental, medical interpreter, and pharmacy programs
- Coordinates with health center staff to schedule and confirm volunteers for adequate coverage
- Serves as a liaison to address volunteer, patient, and staff concerns regarding volunteer performance
- Engages in targeted volunteer recruitment and builds key relationships to ensure continued growth
- Coordinates and expands volunteer recognition programming throughout the year
- Identifies, markets, and in some cases, plans ongoing volunteer training and enrichment programming
- Develops and upgrades training materials for volunteers, including support of volunteer homepage
- Coordinates mass communications to volunteers, including but not limited to producing quarterly newsletters, updating volunteer services collateral, and engaging the online volunteer community
- Coordinates design, dissemination, and analysis of volunteer survey program
- Maintains accurate records for clinic volunteers and ensures volunteer database is current
- Represents CommunityHealth at community and other related events/activities as needed

Qualifications

- Commitment to the CommunityHealth mission, model of service delivery, and core values
- 1-2 years relevant experience
- Excellent verbal and written communication skills
- Strong interpersonal and customer service skills, and ability to work with diverse groups
- Strong organizational and time management skills, with displayed attention to detail
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Familiarity with online communication/community building tools, database software a plus
- Experience coordinating volunteers and/or training adult learners a plus
- LIFE EXPERIENCE: We know that many of your most character-building experiences – where resourcefulness and grace were required to persevere – do not show up neatly on a resume. Please use a cover letter to tell us why you would be a good fit for this job, especially those qualifications that do not appear on your resume.

Compensation and Benefits

- The starting pay range for this position is \$17.95 - \$19.49/hr (\$35-38,000/yr)
- CommunityHealth offers a wide range of benefits to its employees. Visit our site to learn more about our [Total Rewards Package](#).

CommunityHealth is an equal opportunity employer and is committed to building and supporting a culturally diverse staff. Bilingual (especially Spanish or Polish speakers) and minority candidates are strongly encouraged to apply.

All employees are required to be fully vaccinated against COVID-19 as a condition of employment or obtain approval of a medical or religious exemption **prior to their start date**.

TO APPLY: Interested candidates are invited to submit resumes and cover letters (NO PHONE CALLS) to:

Ava Zeligson, Manager of Volunteer + Training Programs | azeligson@communityhealth.org | www.communityhealth.org