



## JOB DESCRIPTION

*The Painted Turtle seeks to reach beyond illness, to inspire children with chronic and life-threatening illnesses to become their greater selves.*

**Title:** Volunteer Coordinator

**Department:** Camp Program

**Reports to:** Director of Camp Programs

**Status:** Full Time, Year Round

**Location:** Santa Monica and Lake Hughes, CA

**Updated Date:** 8/1/18

**Summary:** Reporting to the Director of Camp Programs and Initiatives, the Volunteer Coordinator manages volunteer recruitment and processing of all volunteers for The Painted Turtle Family Weekend, Summer Camp, and Day Event programs. The Volunteer Coordinator's primary responsibilities include recruiting, screening, interviewing, processing, training, and evaluating approximately 600 camp program volunteers per year. The Volunteer Coordinator is responsible for staffing all sessions at The Painted Turtle with quality volunteers and ensuring these volunteers are well informed and integrated into The Painted Turtle team. This individual must be a team-player while also being able to work independently, be well-organized, creative, able to multi-task, work in a fast-paced environment and able to manage a high volume of correspondence.

The Volunteer Coordinator works out of both our Santa Monica and Lake Hughes offices. This individual is required to live on site when camp is "in session." Specifics of living arrangements to be discussed, accommodations are provided on site.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- **Volunteer Administration**
  - Recruit, interview/screen, train, and evaluate approximately 600 volunteers per year. Ensures that all volunteer positions are fully staffed for summer camp, family weekend, and day camp sessions.
  - Manages operational tasks involved with volunteer coordination which includes ensuring that all required paperwork is completed for volunteers including HR paperwork, medical requirements, and transportation requests.
  - To update and maintain volunteer database after each session to ensure proper demographics and profiles are up-to-date.
  - Directly supervise, empower, and coordinate the efforts of the seasonal Volunteer Associate, including but not limited to annual reviews, assessment of any allegation of misconduct, and continued professional development.
- **Volunteer Training and Arrival**
  - Creates and conducts orientations for new and returning volunteers and assigns volunteers to various positions at camp.
  - Assist with volunteer program development and training. This includes updating the Volunteer Manual, training seasonal staff on the volunteer program during all-staff orientation, and developing a creative and effective volunteer orientation and arrival for summer volunteers

- **Volunteer Support and Supervision**
  - Supervises volunteers on-site including awareness of volunteer performance, conducting regular check-ins, evaluating volunteers, and reporting concerns to the Camp Director as necessary.
  - Adhere to and implement all policies and procedures of The Painted Turtle, American Camp Association Accreditation Standards and SeriousFun Children's Network with Camp Program volunteers.
  - Develops and implements an effective Volunteer Appreciation Plan for each session, an annual recognition event, and oversees an on-going appreciation plan for long-term volunteers.
- **Other**
  - Manages a high volume of correspondence
  - Assist in the coordination and implementation of on-site operations including but not limited to: on-site programming, staff training, volunteer/staff appreciation, etc.
  - Completes other duties as a member of the camp administrative and program team.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION/EXPERIENCE:**

Bachelor's degree (B. A.) from four-year college or university and two years related experience and/or training; or equivalent combination of education and experience.

**COMPETENCY:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Interpersonal - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- Team Work - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills and public speaking; Participates in meetings.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities; Provides recognition for results.
- Leadership - Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Gives appropriate recognition to others; Displays passion and optimism; Mobilizes others to fulfill the vision.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Follows through on commitments.

**LANGUAGE ABILITY:**

Ability to read, analyze, and interpret general business periodicals, technical procedures, and policies and procedures. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from staff, congregation, and the general public.

**MATH ABILITY:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should have knowledge of Microsoft Word, Outlook and Excel software applications. Knowledge of database applications is a plus, including Raiser's Edge.

**CERTIFICATES AND LICENSES:**

None

**SUPERVISORY RESPONSIBILITIES:**

Responsible for directing and motivating volunteer workers. Direct supervision of a support employee.

**LODGING REQUIREMENTS:**

Time spent living on camp required. Specifics of living arrangements to be discussed.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment ranges from moderate to noisy. The Volunteer Coordinator shall perform their work responsibilities both indoors and outdoors in a nature setting in cold, warm, and hot weather.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee is also frequently required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds.

**OUR CORE VALUES:** Community, Trust, Courage, Heart, Vision, Compassion, Joy

The Painted Turtle **community** evokes positive and impactful change through a **trust** that holds us accountable to the graceful understanding represented by our **compassion**. The **courage** to stand up for our **vision** is at the **heart** of our intentional leadership; and so we are **joyful** in each and every present moment.

**To apply, please send cover letter and resume to:**

April Tani, Director of Camp Program and Initiatives

Email: [staff@thepaintedturtle.org](mailto:staff@thepaintedturtle.org)

Fax: 310.451.1357

Attn: April Tani

Mail: The Painted Turtle

Attn: April Tani

1300 4<sup>th</sup> Street, Suite 300

Santa Monica, CA 90401

**Electronic submissions preferred. EOE.**

Preferred start date as soon as possible. Applications will be reviewed on an ongoing basis. Interested applicants are encouraged to apply as soon as possible.

**About The Painted Turtle:**

The Painted Turtle is a year round camp program for children who have chronic and life-threatening illnesses. It is located in Northern Los Angeles County and was founded by Paul Newman and Page Adler in 1999 as the 6<sup>th</sup> SeriousFun Children's Network camp in the world. The Painted Turtle nearly 3,000 campers and family members through on-site programs. The program serves nearly 800 children in 8 summer camp sessions. The Painted Turtle also offers year round programs for campers and their families during Family Weekend programs and day events in the Fall and Spring. In 2018 we will host 9 such programs. In addition, The Painted Turtle Outpost, an in-hospital program, transports the camp experience to hospitals and medical community events throughout California. Over 3,000 children experienced the magic of camp through the Outpost in 2017.

For more information on The Painted Turtle, please visit our website at [www.thepaintedturtle.org](http://www.thepaintedturtle.org).