



Paragon Service Dogs Volunteer Coordinator Job Description

RESPONSIBILITIES: Responsible for all aspects of the volunteer program. Ongoing duties include creating and supporting a positive culture of volunteer engagement; developing and implementing effective volunteer recruitment strategies; promoting safe and effective volunteer behavior in all areas; implementing volunteer incentives, recognition, and motivation strategies. The primary focus is volunteer puppy raisers, weekend companions, and puppy sitters. The secondary focus is involvement opportunities beyond the puppy raising program.

REQUIREMENTS:

This position is best suited for a high energy, people person.

Prior service dog training experience is highly preferred.

Experience working with volunteers is highly preferred.

Strategic thinker with action plan abilities.

Comfortable with, and effective in, public speaking.

Strong communication, interpersonal, organizational and conflict resolution skills.

Patience, flexibility, humor, and the ability to communicate directly and respectfully.

Ability to work effectively as a member of a team and independently.

This position requires some evening and weekend work.

This position will at times be physically demanding and requires the ability to assist in dog-related tasks, group work projects and at times work outside in all weather conditions.

1. Volunteer Recruitment

- Develop and implement an annual volunteer recruitment plan.
- Maintain continual efforts to recruit Puppy Raiser, Sitter and Weekend Companion Volunteers.
- Be first point of contact for all volunteer applicants.
- Facilitate application and screening process for volunteer applicants.
- Coordinate Paragon's involvement at pertinent volunteer fairs and other community events and school/agency visits as potential sources for new volunteers.
- Work with the program staff to identify and assess agency wide volunteer needs and work to recruit special focus volunteers.
- Coordinate corporate and community group work projects.

2. **Volunteer Training**

- Foster positive morale and a climate of belonging amongst Paragon's volunteers.
- Engage in and encourage ethical communication.
- Provide effective and engaging orientation and training for Puppy Program volunteers.
- Ensure appropriate and thorough training of volunteers for their specific roles.
- With the dog operation team, schedule and coordinate volunteer/dog team training classes and outings.
- Maintain safety as paramount throughout all training.
- Observe volunteers actively in their roles to ensure safety and effective feedback.

3. **Volunteer Scheduling**

- Develop weekly dog enrichment and dog training assistance schedules and schedule volunteers for prescribed sessions.
- Ensure Weekend Companions are trained and scheduled for every dog in advance training.
- Maintain a strong list of puppy sitters and coordinate their schedule to provide respite and temporary care for dogs with weekend companions or special situations.
- Develop and maintain a substitute process and schedule substitute volunteers when a regular volunteer is absent.
- Schedule volunteers for Paragon's special events, fundraisers, and project workdays.

4. **Volunteer Supervision**

- Serve as the official point of contact for volunteers.
- Review and provide follow-up for reports submitted by volunteers.
- Ensure volunteer attendance at scheduled duties, classes and training outings.
- Address behavioral or attendance concerns with volunteers when necessary.
- Be available for, and open to, volunteer concerns.
- Ensure a conduit for volunteers to be heard.

5. **Volunteer Recognition**

- In conjunction with the Team, create and implement volunteer incentives, recognition, and motivation strategies with the goal of increasing attendance and retention.
- Provide volunteer stories for social media and newsletter.
- Maintain a welcoming and effective volunteer space.
- Coordinate and implement volunteer awards.
- Plan volunteer appreciation events.

6. **Program Management**

- Create and support a climate of volunteer engagement throughout the agency.
- Ensure Best Practices for all aspects of the volunteer program including recruitment, selection, training, supervision, evaluation, recognition, and record keeping.

- Ensure puppy raisers, weekend companions, and puppy sitters receive the approved equipment and maintain an inventory of the equipment.

7. **Administration**

- Maintain effective and accessible application processes.
- Maintain the volunteer database.
- Maintain current and accurate records of all volunteer applications.
- Maintain ongoing and accurate records of volunteer hours of service.
- Conduct periodic evaluations of the volunteer program.
- Maintain up-to-date volunteer policies, procedures, and training manual.
- Implement and maintain background checks of volunteers.
- Maintain up-to-date volunteer nametags.
- Attend and actively participate in staff meetings.
- Serve as a positive member of the Paragon team and utilize ethical communication in all interactions.