



## ***Volunteer Coordinator Job Description 2025 Seasonal Role (mid-Feb. – mid-Aug.)***

### **Overview**

*The NDSC Annual Convention, with 3,000+ attendees, is a multifaceted event from a Kids Camp to the Youth & Adult Conference to over 100 educational settings for family members and professionals. With so much going on, we need to utilize hundreds of volunteers to pull everything together and provide the necessary support and care for all the children and adults with Down syndrome who attend the Convention.*

*Identifying our volunteer needs, recruiting prospects from various sources, scheduling, communicating details, and reminding and thanking volunteers for the Convention is a multi-month endeavor. Because of the importance of in-person networking with potential sources of volunteers, the person in this role needs to live in the Dallas/Fort Worth region. We expect this role to average 15 hours/week until mid-August, with the need to work full-time the week before and during the Convention.*

### **1. Character and Personal Growth Attributes for All**

- Respect for others, commitment to quality, integrity, self-motivation, and a positive attitude.
- Relationally, work well with others, resolve conflicts, and be trustworthy.
- Be an aggressive learner who consistently tries to grow in knowledge and competencies.
- Contributes to a healthy staff culture as we collectively strive to fulfill NDSC's mission and vision.

### **2. NDSC Staff Responsibilities**

- The Volunteer Coordinator reports directly to the Convention Director.
- Submit a monthly staff report and expense report.
- Be available to work full-time the week before and during the Convention.
- Serve on the Convention Planning Committee, which meets monthly.

### **3. Planning & Research**

- Collaborate with the Convention Director and other NDSC stakeholders to identify all volunteer needs, including the number and length of volunteer timeslots, the titles of the different roles, and one—to two-sentence descriptions for each role.
- Once we have a sense of the needs, develop a schedule that outlines all the needs per day and areas of the Convention, such as Kids Camp, Main Registration, Y&A Conference, etc.

- Create a prospect list of places and organizations that could provide volunteers and promote our volunteer needs within their organization and/or communication channels.
- Work with Bloomerang and their Volunteer Management platform or SignUp Genius to create a registration page where individuals or groups can sign up to volunteer for one or more timeslots.
- Develop a digital communications plan with the Convention Director and Communications Coordinator to promote our volunteer needs and opportunities throughout the spring and summer.

#### **4. Community Networking**

- Connect with key leaders at various schools, large churches, businesses, disability organizations, and community service clubs to boost our recruiting efforts and recruit all the volunteers we need for the Convention. This will involve a combination of phone calls, emails, Zoom meetings, and in-person meetings to communicate our needs and opportunities. **THIS MIGHT BE THE MOST IMPORTANT PART OF THE JOB!**

#### **5. Recruiting and Scheduling**

- Review the Volunteer Registration site to identify gaps and confirm commitments.
- Communicate with various NDSC staff on the status of the volunteers they need and any details that need to be communicated to them.
- Send email and/or text reminders to all volunteers the week before the Convention.
- Post-Convention, send a final thank you to all volunteers and a link for the Convention feedback survey.

#### **6. Reviews & Evaluation**

- To provide our staff with consistent feedback and create an ongoing dialogue about priorities, performance challenges, and ways they can feel supported and empowered, every staff member fills out a monthly report they submit to their supervisor. Part of this report outlines their top three to five work priorities on a rolling basis for the upcoming 90 days. They will also outline the progress made on their current monthly priorities.
- Along with the monthly report, every staff member and supervisor will have regular (at least monthly) Check-In meetings. A significant part of these meetings will include being informed of and progressing towards their priorities for the next 90 days.
- Manage the post-convention feedback and write a final evaluation report as it pertains to volunteers.

#### **Qualifications**

- Proven track record in initiation, problem-solving, attention to detail, empowering others, and multitasking.
- A high degree of emotional intelligence to work with a wide range of people.
- Strong interpersonal, verbal, and written communication and organizational skills are essential for this position.
- Humble and teachable spirit with a desire to consistently improve their work.
- Computer competency in Microsoft Office Suite products and experience with databases.
- Must have a valid driver's license, reliable automobile, and appropriate insurance coverage.

- This is a seasonal contractor role. The salary will be set with the expectation that the role will require an average of 15 hours per week during the contract's duration. The hours will fluctuate during the six-month contract, with occasional evenings and weekends. There can be some flexibility regarding exact days and times, but a good portion of the time needs to be during typical office hours. This is a remote position, but because of the community networking piece, our strong desire is to hire someone who lives in the Dallas/Fort Worth region.