



Job Title: Volunteer Coordinator
Location: 1206-B Vaughn Rd, Burlington, NC 27216
(Alamance Office)
Date Posted: August 4, 2022
Position Type: Full-time (37.5 hours per week, Salary)
Hours: Monday-Friday 9:00 am – 5:00 pm
Travel: Limited

If interested, please submit resume, cover letter, and two references by either email to:

Email: Hiring@CrossRoadsCares.org
Attn: Hiring Committee, RE: Volunteer Coordinator

ORGANIZATION DESCRIPTION

CrossRoads was created in 1976 to serve adult survivors of sexual violence. In 1994, our organization grew to provide services to child survivors of sexual violence, which led to the establishment of our Child Advocacy Center (CAC) in 1996. Through our CAC, we added our evidence-based child therapy program and our medical program in 2009. In 2011 we started serving the community in Caswell County. Since 2017, we added therapy services for our adult clients. And, in 2018, we merged with Alamance for Freedom, adding an anti-human trafficking program to our organization. Adult and Child survivors now have access to expert-led programs through CrossRoads for free. This fall in 2022 we are expanding our child advocacy center services into Person County.

In addition to our regular Adult Sexual Assault Advocacy, CAC, and Anti-Human Trafficking programs, we have multi-disciplinary teams representing both child and adult victims, as well as, help and support through our 24/7 Crisis Line. We work hard to evolve with the needs of survivors, to ensure that they can experience hope and healing.

To find out more about our organization, you can visit: www.crossroadscares.org

POSITION

Primary Function: Coordinate the recruitment, training, supervision, scheduling, and retention of all volunteers and interns. Represent the agency in the community and serve as a contact for community members and service providers who request information and training about CrossRoads, child maltreatment, human trafficking, and/or sexual violence.

Major Responsibilities:

- Schedule crisis line staff to ensure seamless 24-hour trauma-informed service provision; provide back-up coverage for crisis line during on-call rotation
- Recruit, train, and implement appreciation activities/programs for all crisis intervention/prevention and community education volunteers for coverage area
- Develop volunteer base through building community awareness and actively recruiting volunteers; maintain volunteer information in organization database
- Provide on-going volunteer orientations
- Facilitate monthly crisis intervention volunteer case sharing meetings
- Participate in on-call rotation, to include nights, weekends, and holidays
- Represent CrossRoads at networking and community events, meetings, and outreach events as assigned
- Responsible for community outreach, including providing prevention education and fund development presentations to diverse populations, including schools, community and civic groups, and local corporations



- Participate in the planning and implementation of awareness events to include, but not limited to human trafficking awareness, child abuse prevention, sexual assault awareness activities, and agency events
- Work with the Director of Data, Engagement, & Planning to develop an effective plan for social media outlets and implement plan as directed
- Enter and manage statistical data for outreach and education activities
- Other duties as assigned by the Director of Data, Engagement, & Planning or the Executive Director

Qualification and Education Requirements:

- College degree in social sciences, human services, or equivalent training and work experience.
- Experience in area of sexual violence, human trafficking, and/or child maltreatment.
- Experience providing support/advocacy services preferred.
- Experience working with diverse populations.
- Ability to work well independently as well as in a team.
- Excellent organizational and communication skills.
- Strong computer skills.
- Self-starter who works efficiently in a fast-paced environment.
- Capacity to understand and maintain confidentiality.
- Ability to handle confidential client crisis calls and emergency situations.
- Ability to maintain positive working relationships with staff members and outside partners.

Additional Notes:

Applicants must possess a valid driver's license and have access to reliable transportation. Any offer of hiring will be contingent upon a satisfactory background check. Applications will be accepted until position is filled.