



Volunteer Wisconsin AmeriCorps
United Way 211 Volunteer Coordinator

Compensation:	Service Term:	Service Hours:	Location:
\$549 Living Allowance every other week \$6,195 Education Award Student Loan Forbearance Basic Health Insurance Mileage Reimbursement Subsidized Childcare	Starts: 9/14/2020 Ends: 8/31/2021	8:00am –4:30pm, but may have slightly different office hours not exceeding 40 hours/week Flexible	United Way of Dane County, Madison, WI

Program Overview:

AmeriCorps, often referred to as a domestic Peace Corps, places individuals within communities to give a year of their life to serving others. Marshfield Clinic AmeriCorps places members with host site coalitions throughout the State of Wisconsin to help “Get Things Done”. The ultimate goal of this program is to strengthen the capacity of nonprofit organizations to recruit and manage volunteers.

Applicants for AmeriCorps member positions must be willing to serve for the duration of the term of service (1700 hours minimum), averaging approximately 35- 40 hours a week. Members must attend orientation September 14-18, 2020 and midterm training January 13-15, 2021. Members must also be able to handle the financial commitment made by accepting the position. Applicants must be at least 19 years of age by September 14, 2020, possess a high school diploma or GED/HSED and agree to criminal background checks and Department of Motor Vehicles check.

Volunteer Wisconsin AmeriCorps members are overseen by host site supervisors and provided with regular support and direction from the AmeriCorps program manager and staff.

Members will have a unique opportunity to build their personal portfolio, develop their skills and serve their community through a year of service.

Position Responsibilities:

The person in this position would be working in the 211 call center. The main purpose of this position is to help build capacity within the organization by enhancing and expanding our volunteer program.

- Work with Volunteer Coordinator to develop and implement volunteer satisfaction survey program and exit interview procedures
 - Determine what questions to ask and how often survey should be conducted
 - Create exit interview
 - Conduct interviews
 - Report out on findings on a quarterly basis, include recommendations for improving relationships
- Develop partnerships with community groups in effort to establish a more reliable stream of volunteers
 - Research community groups that have potential for steady volunteerism
 - Set up meetings to explore options for future volunteerism with potential groups
 - Assist Volunteer Coordinator in recruitment of general 211 volunteers
 - Evaluate current volunteer management practices
 - Help manage volunteeryourtime.org listing
 - Attend volunteer recruitment events in the community
 - Assist with the interviewing and training of new volunteers
- Provide day-to-day support of call center volunteers
- Provide regular training and in-service opportunities for volunteers
- Provide accurate information and referral services via the phone, email, and mail

Qualifications:

- Experience with nonprofits highly desired
- Experience working in customer service field desirable
- Excellent organizational/project management skills
- Ability to both work with a team *and* be able to work independently
- Strong communication skills
- Ability and enjoyment working with diverse staff, volunteer teams and community members
- Ability to work outside regular office hours

To Apply:

Please submit a resume and cover letter to Rachel Gundacker at United Way of Dane County, 2059 Atwood Avenue, Madison, WI 53704 via email at rachel.gundacker@uwdc.org to receive a Marshfield Clinic AmeriCorps member application packet. Program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, religion.

About United Way of Dane County:

United Way of Dane County fights for the education, financial stability, and health of everyone in Dane County. United Way is committed to the vision of a Dane County where everyone can succeed in school, work, and life. To facilitate this, United Way follows the community's Agenda for Change, six goals focused on three priority areas of Education, Income and Health – the building blocks of a stable life.

Through strategic partnerships and collaborative work, United Way is bringing the many voices of Dane County around a neutral table to find common ground and make measurable progress,

while providing organizations and individuals the opportunity to give, advocate and volunteer to change lives in Dane County.

United Way 211 is a three-digit phone number that connects callers with free and confidential information and referral services. 2-1-1 connects people with resources such as: bill payment assistance, housing search assistance, support groups, food pantries, and community clinics. 211 is available every hour of every day and can assist in almost any language.