

Program and Volunteer Coordinator – Part Time

In collaboration with the Site Director, the Program and Volunteer Coordinator plays a crucial role in the seamless operation and impactful delivery of programs and events at GiGi's Playhouse. This role involves comprehensive volunteer management, including recruitment, orientation, scheduling, training, and recognition.

About GiGi's Playhouse:

Founded in 2003, GiGi's Playhouse Inc. is on a mission to change the way the world views Down syndrome through national advocacy, educational programs, and by empowering individuals with Down syndrome, their families, and the broader community. All of our programs are offered free of charge and are therapeutic in nature, designed to foster specific skills such as speech and language, literacy, socialization, and motor skills. With over 50 locations across North America and growing, GiGi's Playhouse is a beacon of support and development for thousands of families.

Role Responsibilities:

As the Program and Volunteer Coordinator, you will be at the heart of GiGi's Playhouse, engaging with a diverse group of people, including staff, volunteers, parents, and participants. A flexible schedule is essential as you may be called upon to oversee or assist with programs, including some evenings and weekends.

All staff members are vital representatives of GiGi's Playhouse, embodying our values to families, volunteers, donors, and the community. In addition to your interpersonal skills, proficiency in computer-based tasks is necessary, as volunteer recruitment and scheduling are managed electronically through Salesforce.

Solid computer skills are required, Salesforce experience is a plus but not required.

Essential Job Functions:

- Ensure all programs at the Playhouse meet the stated objectives and branding messages delivered by the GiGi's Playhouse national office
- Maintain a project log for ongoing improvement of current programs and activities to help inform better solutions
- Volunteer management and recruitment.
- Represents GiGi's Playhouse at volunteer recruitment events within the community
- Responds to volunteer inquiries and questions via phone and email in a timely and professional manner. Oversees the volunteer email address for the Playhouse.
- Hosts and leads volunteer orientation sessions, according to the GiGi's Playhouse model, a minimum of once per month. Conducts proper follow ups, email, mail or phone.
- Collects volunteer needs and is responsible for scheduling volunteers into volunteer roles using our volunteer categorizations

- Informs Program Leaders/Committee Chairs when a new volunteer has been placed
- Maintains volunteer information in GiGi's Playhouse database, including entering volunteer demographics, availability, interests
- Coordinates and schedules volunteer trainings and provides on-going training as needed
- Maintains open communication with the Executive Director to ensure volunteer needs are covered and successful programs and events are delivered
- Coordinates Volunteer Recognition events for all Playhouse Volunteers, a minimum of two times per year

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 and/or Experience: Bachelor's degree from four-year college or university in a field related to special education or management preferred; or strongly preferred five years related experience and/or training in a field working with individuals with intellectual and developmental disabilities; or equivalent combination of education and experience.
- Computer Skills: Computer Skills: To perform this job successfully, an individual should have expert knowledge of Microsoft Office (Word, Excel, PowerPoint, and Outlook)

GiGi's Playhouse Core Values: GiGi's challenges all staff and volunteers to embody the following core values:

- Enthusiasm: Bringing positive, high energy to our work.
- Best of All: Always looking to improve in all that we do. Challenge yourself every day.
- Get It Done: Making things happen and blasting through barriers when needed; figure it out.
- Believe: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve.
- Locally Concerned, Enterprise Minded: To best serve our local communities, we share our location's best practices and have the humility to leverage the collective learnings from across the GiGi's network.