

Volunteer Services Coordinator

Do you believe health care is a human right?

Do you enjoy creating systems and structures to empower others to do great work?

Are you detailed-oriented, well organized, and passionate about supporting volunteers and developing the next generation of health care professionals?

The Volunteer Services Coordinator position at CommunityHealth is a unique opportunity to apply your skills to ensure quality health care for all while working in a flexible, friendly, multicultural environment where everyone is passionate about the same goal.

The Opportunity

Under the supervision of the Volunteer Services Manager, the Volunteer Services Coordinator is responsible for coordinating all clinic support volunteer departments across multiple clinic locations, including recruitment, orientation, training, scheduling and ongoing support, while supporting volunteer communications, engagement, and recognition programming. The Volunteer Services Coordinator works to ensure adequate coverage to meet the clinic session needs and that all volunteers are in compliance with health center policies and procedures.

Responsibilities

- Coordinates orientation, onboarding, training, scheduling, and ongoing support for all clinic support and dental volunteers, ensuring consistent commitment and quality of experience
- Coordinates with health center staff to schedule and confirm volunteers for adequate coverage
- Serves as a liaison to address volunteer, patient, and staff concerns regarding volunteer performance
- Engages in targeted volunteer recruitment and builds key relationships to ensure continued growth
- Coordinates and expands volunteer recognition programming throughout the year, including virtual and in-person event support
- Develops and upgrades training materials for volunteers, including support of volunteer homepage
- Coordinates mass communications to clinic support volunteers, including but not limited to providing content for quarterly newsletters, sharing training, engagement and feedback opportunities, ensuring volunteer services collateral remains current, and fostering the online volunteer community
- Maintains accurate records for clinic volunteers and ensures volunteer database is current
- Represents CommunityHealth at community and other related events/activities as needed

Qualifications

- Commitment to the CommunityHealth mission, model of service delivery, and core values
- At least 1-2 years relevant work experience
- Excellent verbal and written communication skills
- Strong interpersonal and customer service skills, and ability to work with diverse groups
- Strong organizational and time management skills, with outstanding attention to detail
- Ability to adapt and stay flexible in a dynamic work environment
- Comfort with Microsoft Office Suite (including Word, Excel, PowerPoint, and Outlook)
- Familiarity with online communication/community building tools, database software a plus
- Experience coordinating volunteers and/or training adult learners a plus
- **LIFE EXPERIENCE:** We know that many of your most character-building experiences do not show up neatly on a resume. **Please use a cover letter** to tell us why you would be a good fit for this job, focusing especially on those qualifications that do not appear on your resume.

Compensation

- The starting salary range for this position is \$41,000-43,000/year.
- CommunityHealth values wellness and work/life balance for our employees. We offer a wide range of employee benefits, such as hybrid in-person/remote work schedules, health insurance, retirement savings, a variety of opportunities for paid time off, and more. Read more about our [Total Rewards Package here](#).

To apply: Interested candidates should submit a cover letter and resume to:
Ava Zeligson, Senior Manager of Business Development, azeligson@communityhealth.org



CommunityHealth is an equal opportunity employer and is committed to building a diverse team. Bilingual (especially Spanish or Polish speakers) candidates are strongly encouraged to apply for all positions at CommunityHealth. Our work environment is safe and open to all employees, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, etc.

NOTE: All employees are required to be fully vaccinated against both flu and COVID-19 as a condition of employment (or must obtain approval of a medical or religious exemption) prior or to start date.

About CommunityHealth

Founded in 1993, CommunityHealth is the largest volunteer-based health center in the nation. We provide primary and specialty care, medications, lab testing, mental health services, and health education at no charge to low-income, uninsured and underinsured adults in Chicago. [Visit our website to learn more!](#)