



JOB DESCRIPTION

Position: Volunteer Coordinator
Supervisor: Director of Programs
Schedule: Full-time (with flexible working hours)
Location: Binh Thanh District, Ho Chi Minh City

ABOUT OUR ORGANIZATION

Founded in 2009, LIN Center for Community Development is a not-for-profit, nongovernmental organization. We envision equal access to social and economic opportunities and an improved quality of life for all (irrespective of age, race, gender, ethnicity, origin, etc.). Through grants, technical support and networking, LIN helps local nonprofit organizations (NPOs) and philanthropists (skilled volunteers and donors) to strengthen and grow so they can fulfill their potential as vehicles for sustainable development, poverty alleviation and citizen participation.

As an intermediary, LIN provides access for everyone to information, knowledge, and tools related to community development work. We facilitate platforms, network, workshop, conference, training, and consultation that support the development of local grassroots NPOs at the same time enabling the philanthropists to give strategically. We also promote local-led development and collaboration amongst individual and institutional philanthropists and NPOs through a community fund that provides grants for initiatives addressing local and environmental issues.

By May 2017, LIN has been serving 260 local NPOs, hundreds individual and corporate philanthropists partners. More information and details about LIN programs and services can be found at: www.LINvn.org, www.VietnamCauses.org.

POSITION DESCRIPTION

The LIN Center for Community Development is seeking a high caliber candidate for the position of **Volunteer Coordinator**. The person's primary responsibility is to coordinate the matching of skilled volunteers with LIN and its nonprofit organizations partners in order to build capacity for the nonprofits; at the same time with developing and promoting skilled volunteerism in Vietnam.

RESPONSIBILITIES

The roles and responsibilities of the Volunteer Coordinator include:

General Roles:

- Develop and implement concepts of the skilled volunteer and *pro bono* programs
- Develop and implement effective volunteer management strategies to recruit the right volunteers with the right skills for nonprofits' requests.
- Build and maintain a solid relationship with skilled volunteers.
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to LIN and to NPOs matched with LIN volunteers.
- Prepare budgeting projection and annual reports of programs.
- Promote skilled volunteerism to gain community support: through LIN's Mandala Night bi-monthly volunteer networking event, and other events organized business community.

Specific responsibilities:

Matching Skilled Volunteers to Nonprofits:

- Matching one-on-one by bi-monthly email for LIN's NPO partners. This involves (1) supporting LIN's NPOs partners in developing volunteer strategy and Job Description for volunteers, and volunteers management (subject to requests from NPOs), (2) disseminating volunteer JDs and finding the best match volunteers for NPOs, (3) providing orientation to volunteers to build their understanding about NPOs, context of philanthropy/community development and NPOs' roles in Vietnam, and the volunteers' roles and responsibilities, (4) monitoring the volunteers – NPO relationship by monthly one on one check-in
- Managing online through the community philanthropy tool www.philoinhuan.org for public. This involves (1) working with LIN's designated staff to promote this tool widely to public and attract more users, (2) assisting users with their inquiries, when arisen, (3) monitoring, evaluating, and reporting on the matching rate via the platform.

Managing Volunteers for LIN:

- Communicate and work with the internal team to assess the need for volunteers to enhance the organization's performance, productivity, and development.
- Write job descriptions for volunteers in consultation with staff, as appropriate.
- Implement an intake and interview protocol for potential volunteers to ensure the best match between the skills qualification, interests of the volunteer and LIN's needs.
- Orient volunteers to increase their understanding about LIN, its clients, its services and the roles and responsibilities of all LIN volunteers.
- Ensure volunteers are given appropriate training and supervision to be successful in their positions.
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures.
- Establish and implement a process of evaluating the contribution of individual volunteers.

Lead Special Projects:

These projects were designed to better mobilize skilled volunteers and *pro bono* (human resources) to support local nonprofits' development.

- Leadership Initiative for Nonprofits: work together with the Director of NPOs Partnership as the co-coordinator this program.

The program aims to equip the nonprofit leaders with leadership & organizational management capacity, community development expertise, social support network, and seed funding to implement their initiatives to tackle social and environmental complex problems. It also aims to build a social network and relationships/partnerships between the businesses and NPOs toward the common goal of developing sustainable community in Vietnam.



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The role is responsible for (1) organizing 11-weekend workshop on leadership and other community development related topics, (2) organizing a 8-month mentorship program by identifying relevant voluntary mentors (from both businesses, nonprofits, and government), matching them with the nonprofit leaders, monitoring and supporting their mentorship progress, (3) coordinating peer sharing sessions and other networking events.

In addition, the Volunteer Coordinator will have administrative and other duties including:

- ◆ Maintain clear records and submit reports on project work and expenditures.
- ◆ Support with other tasks, as needed, such as day-to-day office management, answering phones, facilitating bill payment, etc.
- ◆ Support other tasks as required by the supervisor and other colleagues that serve the delivery of the organization's strategies and development.

REQUIREMENTS

Education: University Degree, preferably in social sciences, human resources, training, psychology, sociology or community development.

Experience:

- Minimum of two-year project management experience;
- Experience managing staff and/or volunteers;
- Experience in Human Resource management and training is a plus
- Certificate in Leadership or Volunteer Management is an asset.

Skills:

- Good sense of human connection
- Ability to build great relationship with professionals and NPO staff
- Excellent written and verbal communication skills (in English and Vietnamese);
- Competent in Word, Excel, PowerPoint and Web 2.0;
- Excellent organizational and analytical skills, attention to detail, and determination to meet deadlines;
- Strong planning, problem solving, negotiation, and decision-making skills;
- Basic knowledge of community development and understanding of social issues.

The desired candidate would also have these attributes:

- Honest and ethical
- Friendly, customer service orientation (ability to focus on client needs)
- Professional attitude towards work
- Able to meet deadlines and work under pressure
- Open to learn new ways of doing things
- Able to work well as part of a team
- Pro-active and results oriented
- Able to work well in a team or independently



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TO APPLY

If you are interested in this position, please send your CV and cover letter explaining why you would like to work at LIN and what you hope to learn from this experience. Please submit your application to LIN at: hr@LINvn.org, with subject line: **Application for Volunteer Coordinator**.

Deadline: 20 August, 2017

Desired starting date: 01 October, 2017

Only applicants selected for an interview will be contacted.

Please visit the website: www.LINvn.org, for more information about LIN.