

## **Operation Nightwatch Job Description**

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JOB TITLE: DISPATCH CENTER VOLUNTEER COORDINATOR - .5-.7 FTE  
REPORTS TO: Dispatch Center Manager  
SUPERVISES: N/A  
FLSA STATUS: EXEMPT: \_\_\_\_\_ NONEXEMPT:  X   
DESCRIPTION STATUS: NEW: 12/20 REVIEWED: 4/21

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### **JOB SUMMARY**

This position provides support for the Dispatch Center program of Nightwatch, serving poor and homeless people, in a way that is consistent with our Christian foundation - with emphasis on fairness, honesty, dignity and respect by:

1. Recruiting and screening volunteers for the Dispatch Center to help support short-term and long-term volunteer needs.
2. Working with the Dispatch Center Manager to identify volunteer openings and coordinating schedule for such openings.
3. Educating volunteers on the mission of Nightwatch and how the specific volunteer tasks fit into the overall operations.
4. Matching volunteers' skills, availability and motivations to program needs.
5. Training Dispatch Center volunteers in the duties and requirements needed to fulfill specific volunteer tasks, in coordination with the program managers,
6. Assisting all other Nightwatch staff with other duties, as directed.
7. Fully supporting the Operation Nightwatch mission statement.

### **ESSENTIAL JOB FUNCTIONS:**

**(Responsibilities, Accountabilities, and Competencies; May not include all duties of this job)**

#### **Recruiting and screening volunteers**

1. Acts as primary contact for potential Dispatch Center volunteers, including inquiry, intake, questions, and any other issues related to volunteering.
2. Works with community groups, churches, current Nightwatch supporters and ministries to find Dispatch Center volunteers as well as developing alternative strategies for finding volunteers.
3. Assists prospective volunteers with application process, as appropriate. Evaluates volunteers' skills, availability and desires and matches with program needs. With input from others, makes recommendations for volunteer service.
4. Ensures that new Dispatch Center volunteers understand requirements of volunteer task, check-in procedures, and receive orientation to the program and task.
5. May represent all Nightwatch programs at volunteer fairs, as assigned.

#### **Provide ongoing support for Nightwatch volunteers**

1. Is regularly present on-site at the Dispatch Center in support of the volunteers.
2. Educates Dispatch Center volunteers on the mission of Nightwatch and how the specific volunteer tasks fit into the overall operations.
3. Builds relationship with Dispatch Center volunteers to encourage long-term engagement with the organization.
4. Fosters an environment of open communication with Dispatch Center volunteers, especially the key volunteer (meal team coordinators, agencies, team captains, etc.).

5. Manages the Dispatch Center kitchen and pantry, ensuring appropriate inventory of food and supplies. Maintains the kitchen, ensuring a clean and sanitary environment for the volunteers.
6. Communicates with volunteer base to build awareness of Nightwatch, specifically through significant events and potential new volunteer opportunities.
7. Develop ways to recognize volunteers and their efforts, including, but not limited to, notes, gifts, events.

**Administrative**

1. Contributes to the Volunteer Manual, in collaboration with program and administrative staff.
2. Maintains all Dispatch Center volunteer records, including applications, sign-in logs, and the database in Salesforce.
3. Produces volunteer-related reports from Salesforce, as needed, for staff and Board use.

Performs other related duties as required.

**ESSENTIAL JOB QUALIFICATIONS:**

(Any equivalent Combination of Knowledge, Skills, Abilities, Education, and Experience)

1. Education: BA/BS degree preferred, or commensurate life experience.
2. Experience: At least one year experience with volunteer recruitment, coordination and supervision preferred.
3. Faith: Possesses a well-formed personal Christian faith, consistent with the Nightwatch inter-denominational Christian purpose. Regular, ongoing participation with a Christian faith community is required.
4. Working Hours: Must be able to work a flexible schedule, which will include normal office hours, evenings and weekends.
5. Licensure/Certification: Possession of or ability to obtain a valid food handler’s permit.
6. Other Qualifications: Ability to work effectively with community agencies, churches and resources. Proficiency with computers (MS Office Suite; internet). Experience with Salesforce preferred, but not required. Excellent communication skills as evidenced by the ability to express self clearly, both verbally and in writing. Candidate must pass a Washington State Patrol background check.

Physical Requirements:

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|---------------------|--------------|-------------------|--------------|
| ● Standing/walking: | Constantly   | Sitting:          | Constantly   |
| ● Lift/Carry:       | Occasionally | Push/Pull:        | Rarely       |
| ● Climbing:         | Rarely       | Bending/twisting: | Occasionally |
| ● Hands/Arms:       | Constantly   | Sight:            | Constantly   |
| ● Speech/Hearing:   | Constantly   |                   |              |

Key: Constantly = over 2/3 time; Frequently – 1/3 – 2/3 time; Occasionally = 1/3 – 1/10 time  
 Rarely = less than 1/10 time    Never

Employee Review: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Review: \_\_\_\_\_

Date: \_\_\_\_\_