

## **VOLUNTEER COORDINATOR**

Updated as of April 2020

### **KEY RESPONSIBILITIES**

#### **Development Of WAO'S Volunteer Recruitment Programmes For WAO's Services (30%)**

- In alignment with WAO's Core Values, Mission and Vision to execute and assist with the planning and development of programmes for volunteer recruitment and development to cater for the needs of WAO and her beneficiaries.
- Assist Program Manager in conducting programme assessment needs for residents and children staying at the Refuge as well as the Child Care Centre.
- Assist with the coordination of related activities which have been put in place for both Adult and child clients, while coordinating volunteer support.
- Organise and manage initiatives to engage members of the public "in-person".
- The initiatives aim to: improve capacity of individuals to respond to domestic violence and gender discrimination; and recruit members, volunteers, and identify appropriate pool of volunteers for WAO's various departments needs, with guidance and direction from the Program Manager

#### **Implementation And Facilitation Of The Volunteer Programs (40%)**

- Coordinate the schedules of programmes under the supervision of the Program Manager and ensure seamless information sharing with other services colleagues.
- Assist in fundraising initiatives for beneficiaries needs, particularly fundraising from individuals/volunteers; ( procurement of special needs items such as diapers, sanitary napkins, basic necessities for setting up of new homes )
- Collate feedback from the beneficiaries & volunteers and report outcome and impact of programmes conducted.
- Assist with Program scheduling, management and logistical needs for program related tasks on a daily basis which involves Volunteer coordination
- Assist in preparation of reports and statistical analysis for internal meetings, donors and other third parties.
- Liaise with and prepare briefing preparations with volunteers and interns who are conducting the programmes and provide feedback to report back to the Program Manager.

#### **Engaging volunteers**

1. Recruit volunteers to support WAO's work in advocacy, services, fundraising, admin, etc.
2. Organise volunteers, including coordinating between volunteers and the relevant WAO staff.
3. Support, motivate, and manage relationships with volunteers.
4. Maintain a volunteer database, including keeping track of volunteer progression.
5. Towards these aims, make use of the following (and other) mechanisms when appropriate: organise orientations, study sessions and other events; coordinate "WAO Conversations"; manage and use the volunteer email list, along with the Community Engagement Officer.
6. To assist Head of Programmes with administrative task/work.



P.O. Box 493, Jalan Sultan  
46760 Petaling Jaya, Selangor, Malaysia  
Tel: 03 7957 0636 / 5636  
WAO Hotline: 03 7956 3488