



POSITION: Volunteer Coordinator
ORGANIZATION: No One Left Behind
LOCATION: Washington, DC Metro Area
REPORTS TO: Chief Operating Officer

No One Left Behind (NOLB) was established in 2014 when former Afghan interpreter and Special Immigrant Visa (SIV) recipient Janis Shinwari took \$35,000 raised for him through a GoFundMe campaign and founded an organization to help others like him. Janis saved five American soldiers as an interpreter in combat yet waited years for his SIV application to be approved.

Today, NOLB is the only national organization solely dedicated to assisting SIVs. NOLB directors, advisors, staff, and volunteers work tirelessly to ensure the United States meets its moral obligation to protect those who risked their lives in support of it abroad.

For more information, please visit nooneleft.org.

THE POSITION

The Volunteer Coordinator is responsible for recruiting, training, motivating, and retaining a volunteer workforce to ensure more effective mission delivery. They will screen and allocate volunteers across the organization to assist with Evacuation, Resettlement, and project based opportunities across the organization.

For evacuation, this includes the case and database management, training and facilitating volunteers who manage and respond to direct communications received from clients via the NOLB email, website, or public social media pages, and in some cases, they may do this work as well. For resettlement, they will identify and support the allocation of volunteers who can support employment and careers. They will also support the placement of volunteers in other roles within the organization, including for project based endeavors in advocacy, marketing, and administration. The role demands candidates who are self-starters, creative, and can adapt quickly to changing demands and needs of clients and the volunteers who wish to support them. They must be knowledgeable, well-organized, and hardworking. The Volunteer Coordinator reports to the Chief Operating Officer.



DUTIES AND RESPONSIBILITIES

- Develops volunteer job descriptions, performs volunteer outreach and recruitment, and interviews prospective volunteers.
- Creates outreach materials for individuals and partner organizations.
- Train volunteer workforce to assist with the case management, database management, evacuation and resettlement efforts for SIV clients to include responding to direct communications received from clients via the NOLB email, website, or public social media pages.
- Develops and maintains a volunteer database and other records.
- Utilizing volunteers to ensure NOLB's data management platform which contains the personally identifiable information of SIV-eligible applicants is updated. Develop methods to improve the process to track and update SIV information. In conjunction with the Director of Evacuation, resolve database discrepancies and work to improve functionality.
- In conjunction with the Director of Evacuation and Chief Operating Officer, create a standard operating procedure for screening for client eligibility and providing adequate information resources to clients.
- In conjunction with the Director of Resettlement, facilitate recruitment of volunteers who can mentor new arrivals toward upward career trajectories.
- Track metric of timeliness of response to client information requests and number of requests per month both internally and externally to appropriately account for staff and volunteer resources required.
- Present and promote the organization and its mission, programs, and partners, in a consistently positive and professional manner.
- Conducts exit interviews of departing volunteers to gauge feedback; incorporate volunteer feedback to modify the volunteer program as needed.
- Develops and implements volunteer recognition procedures and events.
- Communicate effectively with the Chief Operating Officer and Executive Director (as required), to provide timely and accurate information necessary for Board of Director and Senior Advisor Updates.
- Additional responsibilities as defined by their supervisor, the COO, and the Executive Director.

QUALIFICATIONS AND COMPETENCIES

The ideal candidate will possess:

- A bachelor's degree or equivalent years of experience.
- Experience with database management and volunteer coordination is preferred.



- Good computer skills and ability to work with different computer applications including Google Suite.
- Applicants must possess the ability to work a flexible schedule with some evening and weekend hours.
- Two to three years of experience working in volunteer development and management; knowledge of refugee evacuation and resettlement case management or refugee/immigrant service experience preferred.

PERSONAL ATTRIBUTES

To be considered for the position, candidates must possess outstanding skills in these critical areas:

- Critical thinking and problem-solving skills.
- Ability to work independently as well as with a team and have good interpersonal relationships.
- Excellent oral and written communication skills; ability to work with diverse populations.
- Must be able to work in a fast-paced environment.
- Commitment to serve vulnerable individuals.
- Self-motivated and well-organized.

COMPENSATION AND BENEFITS

Annual cash compensation will consist of a competitive base salary and benefits to include dental and health insurance and annual leave.

TO APPLY

Please send a cover letter and resume to Jobs@nooneleft.org

- **Please use the Job Name in the subject line of your submission.**
- **Do not email other No One Left Behind accounts nor reach out to staff directly.**
- **Note: with the number of applicants, it may not be possible to respond to every applicant. Openings will be filled on a rolling basis.**

NOLB provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing or service in the military.