



August 2, 2022

**Volunteer & Pro Bono Coordinator
Administration Unit**

Greater Boston Legal Services (GBLS) is an Affirmative Action/Equal Opportunity/Accessible Employer and strives to ensure that our staff members reflect the diversity of the communities we serve.

Role: The Volunteer & Pro Bono Coordinator is an integral role at GBLS, and part of a fast-paced, team-oriented department that is a vital part of a large agency. The position is the first contact for many individuals new to GBLS and will ensure a strong first impression, as well as lasting positive relationships with ongoing volunteers.

The Volunteer & Pro Bono Coordinator motivates and leads an engaged advocacy community, including members of the private bar and other volunteers, in the provision of civil legal services to the most vulnerable residents of our region. Through cultivating and coordinating outreach efforts to the private bar, legal community, and others, the Coordinator will develop relationships that increase GBLS' ability to serve our clients and community and fulfill our mission.

The Coordinator will be responsible for outreach, onboarding, and communicating with individual volunteers in a timely manner, coordinating volunteer groups and community partnerships as necessary, and working with program staff to ensure volunteer and program needs are being met and issues are addressed. The Coordinator will also work with the Development team to foster relationships and communicate with volunteers to grow overall support for the organization.

Primary duties:

- Onboard, orient, and train volunteers, maintain complete and accurate records of volunteer services, and provide hours verification as needed;
- Work closely with program staff to facilitate and foster volunteer involvement across the organization, including the implementation of volunteer appreciation activities to cultivate relationships;
- Design training and volunteer-related programs for volunteers and staff, including working closely with program staff to create and implement substantive trainings;
- Maintain updated volunteer schedules and offerings, prepare and send quarterly volunteer newsletter, routinely seek feedback on volunteers from program staff, and follow up with volunteers as needed as issues arise;
- Act as the administrative liaison and supervisor for volunteers, including helping to tactfully address issues with volunteer performance or placement in coordination with their department leader/programmatic supervisor and Human Resources;
- Timely screen and refer cases to the private bar and provide support and oversight to ensure timely civil legal services are provided to low-income eligible clients;
- Ensure adherence to program and case handling standards, funder requirements and the highest professional standards; establish and implement volunteer program policies in conjunction with organizational leadership;
- Create and maintain data systems, monitor program quality, efficiently complete program reporting requirements, and quickly respond to requests for information;

- Work with the Development and Human Resources teams to manage partnerships with local institutions including colleges and universities, businesses, corporate service groups, etc.;
- Attend staff meetings and other meetings (including community meetings) when necessary;
- Respond to queries from prospective and current volunteers;
- Assist in development of promotional materials organization-wide;
- Perform other administrative tasks as requested.

Qualifications:

- At least 1 to 3 years of direct experience in volunteer coordination and human/social services, preferably working with issues related to social justice and/or legal services
- Experience and/or commitment working with vulnerable or marginalized populations who may have experienced poverty, trauma or discrimination
- Experience networking with a variety of groups, programs, and people
- Must engage with staff and external parties in a professional, courteous, and timely manner
- Excellent communication and organizational skills, attention to detail
- Computer proficiency, including experience with databases and proficiency with Microsoft Suite
- Commitment to race equity, anti-racism and economic justice in the workplace and in providing services
- Ability to handle confidential information with sensitivity and discretion
- Ability to complete assignments efficiently, independently set priorities, meet deadlines, and work on several projects at once
- Ability and willingness to travel to meetings and conferences as needed using public transportation or other means (reimbursable)

Salary range is \$55,000 - \$65,000 annually, based on experience. GBLS offers a generous benefits package including comprehensive health insurance, retirement contribution, paid time off, and ongoing professional development opportunities. GBLS currently has a hybrid work model for all staff.

Interested candidates should submit a letter of interest and resume to the GBLS Human Resources Team via email to jobs@gbls.org. Please refer to Job Code **PROBONO** when applying for this position. Applications will be accepted until the position is filled but applicants are encouraged to submit applications by **August 31, 2022**.

GBLS values diversity and encourages applicants from a broad range of backgrounds and experiences.