



restore survivors. stop oppression.

Program and Volunteer Coordinator– Job Description

Rest Stop Ministries

The mission of Rest Stop Ministries is to holistically restore survivors of domestic sex trafficking and to stop this exploitation.

Position: Program & Volunteer Coordinator

Job Summary: To oversee Volunteer processes and scheduling; To assist Program Director and other staff with administrative tasks; To manage the medication process for staff and residents according to the RSM Medication Management Policy & Procedure.

Note: Due to the special sensitivities of our unique population, this position is open to women only.

Reports To: Director of Programs

Responsibilities Include:

- **Oversee Volunteer process and scheduling**
 - Schedule Direct Care Trainings
 - Manage volunteer background checks
 - Maintain volunteer scheduling
 - Manage individual and group volunteer pools
 - Cultivate and support mentor pool
 - Coordinate with volunteers on individualized resident needs
 - Coordinate holiday planning including Christmas gifts, decorations, meals, etc.
 - Record all volunteer hours in CRM system
- **Assist Program Director with administrative tasks**
 - Answer phones, direct calls and respond to messages
 - File resident documentation
 - Update RSM calendar with Resident Work/Sponsor/Meeting/Group schedules
 - Take minutes at weekly Staff Meeting
- **Assist Program Director with resident intake / miscellaneous tasks**
 - Respond to applicant inquiries
 - Participate in applicant interviews, if needed
 - Help residents with vocational / educational tasks, if needed
 - Assist in resourcing alumni or coordinating alumni aftercare events

- Keep up with Staff / Resident birthdays
- Manage the medication process for residents and staff according to the RSM Medication Management Policy & Procedure
 - Call in Med refills and request new prescriptions as needed
 - Coordinate with medical provider when new scripts are needed prior to resident running out of meds
 - Coordinate scheduling of pharmacy deliveries
 - Conduct the weekly counting/filling of resident med trays
 - Take inventory and maintain stock of Medication Cabinet
 - Maintain inventory and order new drug tests / breathalyzer cartridges
 - Maintain communication with Program Director/Case Manager and Residential staff regarding each resident's Meds and medical needs
 - Maintain list of Approved Medications – consult with Nurse Consultant as needed
 - Maintain list of Non-Approved Medications – consult with Nurse Consultant as needed
 - Prepare meds for resident discharge or provide guidance to on-duty residential staff
- Schedule medical appointments around programming, as best possible
 - Utilize transports efficiently to schedule multiple residents' appointments together when possible
 - Transport to medical appointments, as needed
 - Drive the RSM vehicle/personal vehicle to provide transportation to medical appointments and pharmacy
 - Identify new resources as needed, particularly those that have financial assistance
 - Develop partnerships with medical providers that will provide pro bono and discounted services
- Monitor / Revise UDS Procedure
 - Schedule and Maintain UDS Calendar
- Maintain proper documentation/records required by RSM policy
 - Ensure forms are accessible to staff (UDS, med logs, etc)
 - Communicate medical concerns/changes through email to Program Director, to be included in daily End of Shift report
 - Create Monthly Medication Administration Sheets
 - Update Monthly Medication Administration Sheets when changes occur
- Other Duties as assigned by/agreed upon by Program Director and/or Director of Operations (programmatic needs, room searches, transports, drug testing, clothing closet, etc.)

Qualifications:

- Bachelor's Degree preferred or equivalent combination of education, training and experience.
- 2 + years' experience working with sex trafficking survivors, victim services, domestic violence, addictions, substance abuse, co-occurring disorders and/or other persons in crisis or vulnerable populations preferred.
- Excellent written and verbal communication skills, ability to establish rapport.
- Moderate level of computer skills including Microsoft and Google office suites, including spreadsheets and calendars; able to interact in Salesforce CRM Volunteer database.
- Ability to emotionally regulate in crisis or intense emotional situations.
- Ability to manage the balance of crisis work with self-care practices.

- Ability to motivate others towards achieving goals.
- Ability to work independently with strong sense of focus, task-oriented, nonjudgmental, open personal qualities, clear sense of boundaries.
- Excellent organizational skills, ability to multi-task and manage hectic schedules.
- Team player, ability to adapt to scheduling changes or to work irregular hours that may occur within a residential setting or when survivor needs dictate.
- Ability to maintain confidentiality as required by law, professional codes of ethics, and in the best interest of survivors.
- Ability to legally operate a motor vehicle and provide own transportation.

Additional Requirements:

- Background check is required.
- Initial and subsequent random drug screening is required.
- Must be willing to embrace and exemplify our core values and statement of faith.
- Full-time 40 hr. position, typically Monday through Friday 9am – 5pm; however, flexibility is expected and required at times.
- Must have a heart and a passion for seeing the broken restored. We have a strong team of likeminded individuals all moving towards the common goal of restoration for those in our care.

Note: Individuals in recovery that may be interested need to have at least 2 years of sobriety.

There are no funds available for relocation for this position.

If you are interested in the Program and Volunteer Coordinator position with Rest Stop Ministries please email a **cover letter** and **resume** to Randy Woicik, Director of Operations, randywoicik@reststopministries.org .