



## Volunteer Services Specialist

**Location:**  
Lawrenceville, NJ (On-Site)

**Position Type/Classification:**  
Full-Time/Exempt

**Reporting to:**  
Community Engagement Manager

**Compensation:**  
\$54,000-\$58,000/year

### **Organizational Overview**

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help homeless families advocate for themselves individually and collectively.

### **Job Summary/Objective**

The Volunteer Services Specialist is at the heart of HomeFront's mission, serving as both the welcoming face and strategic connector for our incredible community of volunteers. This position blends the relational, hands-on nature of volunteer coordination with a human resources approach—interviewing and vetting individuals, providing thorough training, ensuring strong placements, conducting regular check-ins, and offering ongoing support to keep volunteers engaged and thriving.

In addition to stewarding individual volunteer experiences, this individual will support the Community Engagement Manager and Director of Development in building and managing strategic relationships with corporate, business, civic, and community groups by designing high-impact volunteer opportunities that showcase HomeFront's mission. The Volunteer Services Specialist will help turn group engagement into deeper partnerships, event sponsorships, and philanthropic investment.

We're seeking a personable, resourceful, and highly organized professional who thrives on building connections, matching people to meaningful opportunities, and amplifying impact. This role is not only about managing logistics—it's about cultivating a dynamic and committed volunteer community that directly supports HomeFront's programs and fuels our fundraising success. Whether guiding a new volunteer through their first shift or planning a large-scale corporate day of service, you will be instrumental in ensuring that every volunteer feels valued, connected, and empowered to create lasting change in the lives of the families we serve.

## **Essential Job Functions/Responsibilities**

### **Volunteer Recruitment and Onboarding**

- Develop and implement strategic outreach plans to recruit volunteers, including individuals, corporate groups, faith-based organizations, schools, and civic organizations.
- Host information sessions, community presentations, and recruitment events to generate interest in volunteering with HomeFront.
- Screen, interview, and vet prospective volunteers, including processing applications, conducting background checks, and assessing role fit.
- Deliver engaging orientations to set clear expectations and inspire commitment.

### **Volunteer Program Management**

- Design and maintain a comprehensive volunteer program that aligns with HomeFront's departmental needs.
- Maintain accurate records, hours tracking, and impact data through volunteer management software.
- Develop and update volunteer policies, procedures, and role descriptions.

### **Volunteer Training and Development**

- Provide ongoing training and support to enhance volunteer skills and understanding of HomeFront's mission.
- Facilitate role-specific workshops, hands-on training sessions, and refresher courses.
- Offer regular feedback and coaching to improve performance and satisfaction.

### **Volunteer Engagement and Retention**

- Build strong relationships with volunteers through personalized communication and regular check-ins.
- Implement recognition programs, including appreciation events, awards, and personalized acknowledgments.
- Gather and analyze volunteer feedback to inform program improvements.

### **Strategic Group Engagement**

- Cultivate and strengthen relationships with corporate, business, faith-based, and civic groups to foster long-term partnership and engagement.
- Provide hands-on coordination for volunteer groups, ensuring they have meaningful, mission-driven opportunities to contribute.
- Design and implement high-impact projects that align with HomeFront's priorities and showcase the value of group involvement.
- Partner with the Development team to translate group participation into deeper support through financial contributions, sponsorships, and in-kind gifts.

## **Collaboration and Communication**

- Partner with program staff to identify volunteer needs and create meaningful opportunities.
- Act as the bridge between volunteers and staff to ensure smooth communication and successful collaboration.
- Represent HomeFront at community meetings, networking events, and partner gatherings.

## **Program Evaluation and Reporting**

- Monitor program effectiveness through metrics such as participation, impact, and satisfaction.
- Prepare regular reports to share progress with leadership and stakeholders.
- Recommend enhancements to maximize volunteer impact and alignment with strategic goals.

## **Event Support**

- Lead volunteer recruitment, coordination, and management for major events, large in-kind drives and fundraisers.
- Ensure that event volunteers are well-prepared and recognized for their contributions.

## **Required Experience and Education**

- Bachelor's degree in nonprofit management, human resources, social services, communications, or related field.
- Cultural competence and ability to work with diverse populations.
- Strong interpersonal skills with the ability to inspire, assess, and match volunteers effectively.
- Organizational skills to manage multiple priorities in a fast-paced environment.
- Proficiency in Microsoft Office Suite.
- Flexibility to work evenings and weekends as required.

## **Preferred Experience and Education**

- 2–4 years of experience in volunteer coordination, HR, community engagement, or related role.
- Experience in corporate or business relationship-building.
- Public speaking and community outreach experience.
- Knowledge of issues related to homelessness, poverty, and community services

## **Schedule**

- This is primarily a day time role, but flexible scheduling to include nights and weekends may be required based on client or program needs

**Physical Demands**

- This job operates in an office setting as well as in the field, using standard office equipment such as computers, phones, calculators, copiers, fax machines, and file cabinets
- Ability to sit, stand, walk, climb steps, bend and lift up to 30lbs
- Exposed to weather conditions prevalent at the time

**Travel**

- Travel is primarily local during the business day

**Remote Work Eligibility**

- Eligible to Work Remotely in emergency conditions (e.g. inclement weather)

**Disclaimer**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may be added or changed as needed.

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