

# VOLUNTEER CARE & CONNECTION COORDINATOR



**Position Type: Volunteer**

**Reports to: Board of Directors**

**Time Commitment: Flexible, estimated 5–10 hours/month**

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## About the Role

The Volunteer Care & Connection Coordinator plays a key role in creating a welcoming, compassionate, and supportive environment for our dedicated volunteers. This person serves as a consistent point of contact to check in, offer appreciation, and ensure each volunteer feels connected, heard, and valued. In addition to nurturing the people who make our work possible, this role may require scheduling or logistical coordination.

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## Key Responsibilities

- Build and maintain friendly, ongoing relationships with volunteers through regular check-ins (email, phone, messages, or in-person, as appropriate)
- Welcome new volunteers with warmth and care, helping them feel confident, included, and supported
- Coordinate small acts of appreciation (e.g., thank-you notes, shout-outs, birthday messages, recognition posts)
- Create and maintain a “pulse check” system for volunteer morale and wellbeing
- Offer a listening ear for concerns or feedback and direct volunteers to the appropriate contact when needed
- Support a sense of community among volunteers by helping foster positive peer connections

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- Collaborate with the broader team to celebrate milestones, anniversaries, and successes
  - Help ensure volunteers feel connected to the mission and impact of the organization
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## You Might Be a Great Fit If You:

- Are a warm, empathetic communicator with great people instincts
  - Believe appreciation and kindness are powerful tools for retention and morale
  - Understand the unique challenges and joys of volunteering in animal rescue
  - Are organized, responsive, and proactive in reaching out and following up
  - Enjoy building community and helping others feel seen and supported
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## Preferred Skills & Qualities

- Previous experience volunteering or working in a nonprofit or animal-related organization
  - Excellent communication skills (written and verbal)
  - Comfortable with email, messaging platforms, and light documentation
  - A positive, collaborative attitude and respect for confidentiality
  - Bonus: experience with volunteer engagement, peer mentorship, or community building
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