bernadette's house
empowering female leaders of tomorrow

VOLUNTEER & MENTOR COORDINATOR

BLOSSOM MENTORING PROGRAM

Role	Volunteer & Mentor Coordinator	**Team**	Blossom Mentoring Program
Reports to	Program Director and Vice President of Programming & Impact	**Supports**	Program Director & Coordinator

JOB SUMMARY

The **Volunteer & Mentor Coordinator** plays a vital role in the success of Bernadette's House by recruiting, onboarding, and supporting the volunteers and mentors who power our programs. This role ensures that our mentoring culture is strong, well-organized, and values-aligned by coordinating match processes, volunteer communications, and engagement activities across all programs.

This person works closely with Program Directors and the VP of Programming & Impact to maintain mentor quality, retention, and readiness. They serve as the main point of contact for volunteer and mentor engagement, helping to create a consistent and fulfilling experience for every adult who serves.

Term: *No term limits apply unless the individual is also serving as a board member, in which case the standard 2-year term (renewable once, with a 1-year break) applies*

Time Commitment: *8–10 hours per week*

JOB RESPONSIBILITIES

- Recruit new mentors and volunteers using community outreach, interest forms, and partnerships
- Coordinate and conduct orientation and onboarding sessions for new volunteers
- Maintain accurate volunteer and mentor records, including background checks, attendance, and communication logs
- Support Program Coordinators and Directors with volunteer scheduling and assignments
- Monitor mentor/mentee match satisfaction and offer support or reassignment as needed
- Plan and coordinate mentor/volunteer appreciation activities and engagement events

Sample Tasks

1. Post a call for new mentors on social media, local school newsletters, and community boards
2. Schedule and host a 1-hour virtual orientation for new mentors, walking through expectations and guidelines
3. Follow up with volunteers who miss two consecutive sessions to check in and offer support
4. Coordinate with Program Directors to fill gaps in weekly volunteer needs

5. Track completion of onboarding documents and background checks for each new volunteer
6. Organize an end-of-season appreciation event with certificates and spotlight awards

QUALIFICATIONS

Required:

- Experience in volunteer management, community outreach, HR, or program coordination
- Strong communication and relationship-building skills
- Detail-oriented with the ability to manage records and follow-up tasks
- Comfortable leading small group orientations or speaking one-on-one with new volunteers
- Proficient with email, Google Drive, and spreadsheets

Preferred:

- Background in youth mentoring, nonprofit management, or education
- Knowledge of trauma-informed care or youth-serving best practices
- Bilingual or multicultural competence is a plus

Personal Traits:

- Friendly, organized, and mission-driven
- Proactive and approachable
- Encouraging and supportive leadership style