



Volunteer Outreach & Education Coordinator

Full Time Position

Posting Date: 21 July 2021

Position Summary

The Veterans Consortium seeks to hire a full time Volunteer Outreach & Education Coordinator to advance the cause of justice for veterans and their families, caregivers, and survivors. The position will report directly to the Senior Director of Volunteer Outreach and Education and provide lead coordination, administrative, and operations support to the Volunteer Outreach & Education Component. Our ideal candidate has a passion to serve veterans, can operate with considerable autonomy, wants to help our organization grow and thrive, and is results-oriented. Join our team!

The Veterans Consortium is a leading national, charitable legal services organization that has provided *pro bono* legal representation and complementary professional services to veterans and their loved ones or survivors since 1992. In the past two decades The Veterans Consortium's volunteers and staff have handled more than 60,000 requests for legal assistance, placed over 6,700 cases for deserving clients, and trained more than 5,500 *pro bono* attorneys and associated professionals for our National Volunteer Corps. We are an independent 501(c)(3) nonprofit organization.

Essential Job Functions:

- Functions as staff lead/primary administrator for a national-level secure web platform to recruit, train, and manage the National Volunteer Corps. Assists with technology projects such as website integration and updates, and works to incorporate social media outlets into current and future technology plans.
- Uploads available cases to our web platform and coordinates the placement of cases with volunteer attorneys from TVC's National Volunteer Corps.
- Ensures volunteer attorney compliance with Court deadlines and Court standards. Requests and transmits case filings, documents, and resources to/from volunteer attorneys throughout their cases.
- Monitors and responds to volunteer inquiries via phone and electronic platforms.
- Oversees the creation process of the volunteer electronic case files.
- Coordinates and supports various local, regional, and national virtual and in-person trainings and events.
- Coordinates social media outlets to include monitoring and uploading of materials for the organization; helps establish and create an online presence for our organization. Conducts other outreach and education tasks as directed, to inform mission

partners, volunteers, and current/potential clients.

- Compiles, analyzes and records operating data and tracks organization and program performance. Produces data visualizations for annual reports, grant applications, the Executive Board, and internal use.
- In coordination with the Director of Client Services, executes daily database maintenance procedures to enhance the viability of the database and ensure its availability. Coordinates database needs with the Executive Director, Deputy Executive Director, and Director of Client Services.
- Collaborates with the Communications & Outreach Team to accomplish outreach and education tasks as directed, to organize, plan, and promote events for mission partners, volunteers, and current/potential clients.
- Maintains and updates the case management system to ensure accurate information.
- Facilitates case close-outs and survey responses at case closings by sending out and compiling survey responses for review.
- Performs other duties as assigned.

Job Specifications

Education and Qualifications

- Bachelor's degree or 3 years or more equivalent experience.
- Experience and knowledge with VA Benefits, VA Claims process and discharge upgrades preferred.
- Veteran Preferred. Military personnel experience also an advantage.

Knowledge, Skills, and Abilities

- Exceptional customer service skills.
- Extreme attention to detail.
- Ability to think critically and offer proactive recommendations, information, and solutions.
- Excellent written and verbal interpersonal skills that ensure effective communication with a diverse range of internal and external customers.
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, and Access/SQL; knowledge of Learning Management System Platforms and Citrix ShareFile or equivalent secure file transfer tool.
- Demonstrated skills and track record for high performance and sustained productivity to achieve desired results.
- Exceedingly well organized, professional, and flexible.
- Takes initiative.
- Approaches situations with sense of humor and creativity.

Opening/Closing Date

Open until filled.

Salary and Benefits

We offer competitive compensation and benefits, commensurate with the scope of the position and a candidate's expertise and experience.

Application

A cover letter, resume, salary requirements, and three references should be mailed to the attention of Courtney L. Smith, Senior Director of Volunteer Outreach & Education at volunteer@vetsprobono.org. The subject line should read: Volunteer Outreach and Education Coordinator.