Gateway Area Chapter

Volunteer Community Outreach Intern

Department: Volunteer-Community Outreach Department

Position Title: Volunteer-Community Outreach Intern

Reports To: Volunteer Community Outreach Coordinator

Location: Gateway Area Chapter Office (West Port area)
1867 Lackland Hill Parkway
St. Louis, MO 63146

Position Summary:
The Volunteer Community Outreach Intern will work with the Volunteer Community Outreach Coordinator to administer the 1,400 plus volunteers the agency utilizes. The intern will assist with human resources related tasks including the recruitment, screening, and administration of the volunteer and internship processes during our major event season.

Responsibilities/Duties:
- Maintain recruitment databases to ensure all volunteer and internship opportunities are accurate and up-to-date (VolunteerMatch, United Way, all Universities/College websites)
- Recruit volunteers for all major events (Walk MS, Challenge Walk MS, MuckFest MS, Bike MS)
- Assist with the interview process for all prospective volunteers and interns
- Assist with training and orientation of volunteers and interns
- Write material for monthly volunteer e-newsletter
- Maintaining the “Volunteer Center” portion of the website
- Upkeep the electronic and physical files for agency volunteers
- Other duties as assigned
- Other responsibility may be delegated according to the intern’s career aspirations and professional goals

Qualifications:
• Degree in human resources, public administration, volunteer management, nonprofit management, or other related field preferred
• Demonstrated volunteer experience preferred
• Extensive verbal and written communication skills
• Data entry and customer service experience is a must
• Ability to handle and prioritize multiple tasks is a must
• Ability to work independently
• Must be able to attend events that take place during your intern semester, some evening and weekend hours would be required

Physical Requirements: i.e. standing for extended periods, heat tolerant
• Must be able to tolerate a variety of elements on event dates
• Other accommodations can be arranged with proper notification

Training / Orientation Provided:
• The Volunteer-Community Outreach Coordinator provides orientation on the agency and the internship
• Training and education about MS, including Customer Service Training
• Clearly defined department priorities
• Ongoing support and supervision provided by agency staff

Evaluation:
At the end of the internship, the staff person supervising the internship fills out the Intern Evaluation Form and discusses it with the intern relating to his or her performance. The intern completes an Intern Exit Interview Form providing feedback regarding his or her internship experience with the National Multiple Sclerosis Society-Gateway Area Chapter. The intern hands in the Intern Exit Interview Form to the Volunteer Community Outreach Manager in order to improve the practices of the internship program.

Time Commitment:
14 to 16 hours a week during the regular business hours of Monday through Friday from 8:30am to 5pm, with the exact days and times to be determined according to your schedule. The total hours are to be determined according to your academic requirements; minimum of 100 hours, maximum of 600 hours. Students will receive a $500 stipend for 240 hours, which can be prorated. The stipend is directly applied towards the student’s tuition.

I have read and understand this position description and agree to work to accomplish the responsibilities outlines above. I also agree to work with a team spirit to support the National Multiple Sclerosis Society in accomplishing its mission to end the devastating effects of multiple sclerosis.
Intern Name (please print): _____________________ Date: ______________

Intern Signature: ______________________________

Supervisor Name: ______________________________ Date: ______________

Supervisor Signature: __________________________