

Position: Volunteer Coordinator

Hours: Full-time, 40 hours/week

FLSA Status: Non-exempt

Department: Ministry Operations

Reports To: Ministry Operations Lead

SUMMARY

At Hope Church, we believe serving is not about filling roles; it is about discipleship, life transformation, and worship. The Volunteer Coordinator serves as the primary champion and visible face of volunteering at HOPE. This individual leads, shapes, and represents the culture of service across the church, equipping and empowering people to serve with purpose and joy.

With over 1,200 volunteers serving across our ministries, this role functions as the central hub for volunteer engagement, creating clear pathways into service, supporting ministry leaders, and ensuring that every volunteer experiences spiritual growth through meaningful contribution. We want more *for* our volunteers than *from* them, prioritizing their spiritual growth, belonging, and flourishing over simply meeting ministry needs.

This position requires relational leadership, organizational strength, and a passion for cultivating a church-wide culture where serving is understood as a response to the Gospel.

RESPONSIBILITIES

Volunteer Engagement & Representation

- Serve as the primary, up-front point of contact and visible champion for volunteering at HOPE.
- Act as the central entry point for volunteer inquiries, triaging and connecting individuals to appropriate ministry teams.
- Attend Discover HOPE and other gatherings to actively guide people into serving roles.
- Rotate through volunteer environments regularly to build relationships and experience service firsthand.
- Meet with individual volunteers (2-3 per week) to provide encouragement and connection.
- Build new serving pathways for students, families, and individuals with special needs.

Volunteer Leadership & Development

- Support, encourage, and build community among volunteer team leaders (staff and volunteer leads).
- Send a monthly newsletter to all volunteers.
- Create and send a monthly communication (including a devotion) to volunteer leads.
- Host an annual volunteer-wide training and appreciation event.

- Facilitate monthly meetings with volunteer leads, January through May, to discuss training and development needs to be addressed at the next annual event.
 - Recruit and mobilize volunteers to support the annual event.
- Organize an annual meal, biannual appreciation gifts, and ongoing hospitality and volunteer recognition efforts.
- Create and highlight volunteer stories in collaboration with the Communications team.

Special Events Volunteer Leadership

- Lead volunteer recruitment, training, communication, and support for major church-wide events, including (but not limited to): Jingle Jam, Springle Jam, Groups Launch, Thrift Store events, Hope Anniversary, Star Lighting, Fall Flannel, Lippies, Five Golden Rings, Easter, and Christmas.
- Coordinate with all ministries to assess and fulfill volunteer needs for each event.
- Provide strategic oversight of volunteer efforts for high-impact seasons.

Systems, Communication, and Administration

- Maintain and steward a centralized volunteer database that tracks weekly participation, and report metrics to leadership.
- Create and manage the volunteer ministry budget.
- Partner with Communications to proactively promote serving opportunities at key church gatherings.
- Work with Communications to celebrate and showcase volunteers following major serving seasons.

EXPECTATIONS

- A vibrant and growing relationship with Jesus Christ
- A clear understanding of serving as a biblical calling and a discipleship pathway
- Strong relational leadership skills and the ability to connect with individuals at every stage of faith
- Experience in volunteer development and/or live event coordination
- Embrace and model HOPE's volunteer philosophy that we want more *for* our volunteers than *from* them
- Proven ability to respond thoughtfully and constructively to individuals with concerns and needs
- Professional, proactive, humble, and teachable
- Comfortable serving as a visible representative of [HOPE's vision and mission](#)

PHYSICAL DEMANDS

- Occasionally lifting up to 25 pounds (chairs, tables, event supplies)

- Primarily desk-based work with increased mobility during Sunday services and event setup

EXPECTED HOURS OF WORK

- On-site for at least 44 weekends per year
- 40 hours per week (on-site):
 - Sunday - 7:30a - 12:30p
 - Monday-Thursday - 9a - 5p
 - On-site presence required for at least 44 weekends per year.
 - Weekday hours may flex when evening or Saturday hours are required for events.

Questions? [Contact Human Resources here.](#)

Ready to apply? [Get started here.](#)

Hope Church
Richmond, Virginia
hopechurchva.com