

Hope Kids Volunteer Coordinator

Job Type: Full-time (40 hrs/week)

Department: Family Ministries

FLSA Status: Non-Exempt

Reports To: Hope Kids Lead Pastor

Position Summary

The Hope Kids Volunteer Coordinator supports HOPE's mission by building and sustaining a strong volunteer culture within Hope Kids. This role recruits, equips, schedules, and develops the volunteers who create consistent, relational environments where children can know Jesus, grow in faith, and build foundations for lifelong discipleship.

As part of HOPE's commitment to **Reach Families, Grow Leaders, Plant Churches, and Go Far and Wide**, this position plays a particular role in reaching families and growing leaders by helping adults discover meaningful places to serve and investing in them as ministry leaders—not simply filling volunteer positions. The Small Group and Volunteer Coordinator creates systems and relationships that help volunteers feel known, supported, equipped, and connected to HOPE's larger mission.

This position requires a relational and highly organized leader who is skilled at recruiting and developing volunteers, managing complex schedules, communicating clearly, and collaborating across teams.

Key Responsibilities

Volunteer Recruitment, Onboarding and Scheduling

- Recruit, schedule, and support 90+ volunteers each Sunday across Hope Kids ministries in partnership with each phase lead. This includes scheduling Small Group Leaders, Service Leads, Storytellers, Welcome Team, and Production volunteers serving birth through 5th grade
- Maintain an effective volunteer rotation that provides consistent coverage while supporting a sustainable serving rhythm, with a general goal of volunteers serving twice per month
- Meet individually with prospective volunteers to understand their gifts and interests and identify appropriate serving opportunities within Hope Kids
- Lead volunteers through the onboarding process in partnership with the Hope Kids Administrator
- Proactively identify and fill scheduling gaps, including last-minute needs leading into Sunday services
- Collaborate with the Hope Kids Administrator to monitor attendance patterns and anticipate volunteer needs for high-attendance Sundays and seasonal ministry rhythms
- Expand recruitment efforts through Discover HOPE, Come into HOPE, Hope Students, Young Adults, and other church-wide gatherings and connection opportunities
- Partner with other ministry leaders to develop pathways that help people move from attending HOPE into meaningful opportunities to serve

- Lead the Parent Serve initiative throughout the year, offering weekly opportunities for parents and guardians to serve during Sunday Hope Kids services.

Volunteer Development, Care, and Retention

- Build relationships with Hope Kids volunteers through regular communication, encouragement, prayer, and personal connection
- Support and develop Hope Kids team leaders across Welcome, Nursery/Preschool, K–3rd Grade, and 4th–5th Grade ministries
- Create intentional touchpoints throughout the week, meeting individually with volunteers to provide encouragement, coaching, training, and support, as well as responding appropriately to significant volunteer life events and pastoral care needs
- Develop and maintain an intentional system of volunteer care that helps volunteers feel known and valued beyond their Sunday serving responsibilities
- Develop and implement a coaching model for Hope Kids Small Group Leaders
- Plan regular volunteer gatherings for training, development, connection, and encouragement
- Identify opportunities to strengthen volunteer engagement and retention and implement appropriate strategies in partnership with Hope Kids leadership

Sunday and Ministry Leadership

- Provide visible, relational leadership to Hope Kids volunteers on Sunday mornings
- Help create a prepared, welcoming, and well-supported environment for volunteers and families
- Troubleshoot volunteer needs and staffing issues before and during Sunday programming
- Contribute to volunteer leadership for Hope Kids Reach events, Family Ministries events, and church-wide gatherings, including Easter and Christmas Eve
- Research and apply relevant best practices in volunteer recruitment, development, and retention as Hope Kids continues to grow

Administrative and Event Support

- Partner with the Hope Kids Administrator to create and manage volunteer sign-ups for Hope Kids Reach events, including Jingle Jam, Springle Jam, Fall Fest, and other ministry events
- Ensure prospective volunteers move through the appropriate onboarding and database processes in a timely manner
- Maintain accurate volunteer information and scheduling records within HOPE's ministry systems
- Participate in planning and preparation for volunteer gatherings, training opportunities, and Hope Kids events
- Perform other duties as assigned by the supervisor

Qualifications

- Mature Christian with a growing personal relationship with Jesus Christ and alignment with HOPE's mission, vision, and theology
- Demonstrated ability to recruit, develop, encourage, and retain volunteers

- Strong relational skills with the ability to build trust across a wide range of personalities and life stages
- Excellent verbal and written communication skills
- Strong organizational skills and attention to detail
- Ability to manage a large and frequently changing volunteer schedule
- Proactive problem-solver who can anticipate needs and respond effectively to last-minute changes
- Ability to balance relational ministry with administrative responsibilities
- Collaborative team player who works effectively across ministries and departments
- Comfortable using church management, scheduling, and communication systems; ability to learn new technology as needed

Staff Culture and Expectations

- Demonstrate HOPE's staff values: **Love God, Love People, Live Authentically, Gather Intentionally, and Overflow Generosity**
- Participate actively in Hope Kids team meetings and appropriate Family Ministries planning
- Participate in weekly all-staff meetings and devotions
- Collaborate across teams and contribute to a healthy, unified staff culture
- Participate in Family Ministries and church-wide "All-In" events as required, including Easter and Christmas Eve
- Model flexibility, hospitality, and a servant-hearted approach to ministry

Physical Demands

- Combination of desk-based work and active movement throughout Hope Kids ministry environments
- Frequent standing and walking during Sunday services, events, and volunteer gatherings
- Ability to bend, stoop, kneel, and move throughout children's ministry spaces as needed
- Ability to assist with setup, teardown, and movement of ministry supplies and equipment as needed

Expected Hours of Work

- Full-time, 40 hours per week
- Regular Sunday presence required, generally 7:00 AM–1:00 PM
- Monday–Thursday standard office hours, generally 9:00 AM–4:30 PM
- Approximately four flexible hours each week to accommodate volunteer scheduling, meetings, and ministry needs outside standard office hours
- Occasional Friday and Saturday work required, particularly for seasonal events and last-minute Sunday preparation
- Occasional evening and off-campus meetings required to connect effectively with volunteers
- Schedule flexibility expected to accommodate ministry events and seasonal needs
- Participation in all-staff "All-In" days, including Christmas Eve and Easter Sunday
- Attend annual out-of-town Family Ministry Conference

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