



Job Description

Job Title	Volunteer Manager
Reports To	Director of Operations
Supervises	Volunteers, Volunteer Leadership Team
Department	Operations
Requirements	Full time, some evenings and weekends, flexibility to be on-call

Job Purpose

Cultivate and manage volunteers to support programming and operational goals. Initiate recruitment strategies, provide guidance through onboarding and care during tenure to cultivate engagement and ensure a rewarding volunteer experience.

Primary Objectives

- Volunteer Management
- Volunteer Program Development
- Volunteer Care

Major Areas of Responsibility

1. Volunteer Management
 - a. Implement the volunteer intake process, including processing new volunteer applications, matching volunteers to appropriate teams and facilitating and tracking onboarding.
 - b. Oversee collection and tracking of volunteer data and documents.
 - c. Work with appropriate staff to ensure volunteers are given proper training to be safe and successful in their roles.
 - d. Ensure volunteer assignments provide meaningful, satisfying work in a community reflective of the core values of the organization.
 - e. Manage volunteer groups and work with Ranch Manager to facilitate service projects.
 - f. Ensure volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations.
 - g. Assist with conflict resolution involving volunteers according to established procedures and organizational core values.
 - h. Facilitate volunteer exit or dismissal process.
 - i. Administer and monitor expenditures for volunteer programs against the approved budget.
 - j. Assist in creating the annual budget for the volunteer program activities.
 - k. Report on volunteer data and statistics.
 - l. Collect and analyze demographic and volunteer satisfaction data via annual survey
 - m. Identify meaningful volunteer stories; collaborate with Dir. of Marketing for collateral

- n. Develop and lead the Volunteer Leadership Team
2. Volunteer Program Development
 - a. Promote volunteer program and coordinate with volunteer networks to increase awareness and gain community support of volunteering and Hope Reins.
 - b. Forecast future volunteer needs in accordance with the growth plan.
 - c. Develop and manage annual program goals and implementation plan.
 - d. Develop and manage targeted programs and trainings to improve volunteer knowledge, skills and experience in areas relevant to Hope Reins' mission.
 - e. Conduct ongoing evaluation of the volunteer program, its processes, policies and activities; recommend and implement improvements as necessary.
 - f. Train staff and volunteer leadership to work cooperatively with volunteers and to provide them with effective supervision.
 - g. Orient volunteers to increase their understanding of the organization, its clients, its services and the role and responsibilities of volunteers.
3. Volunteer Care
 - a. Effectively communicate organization and program updates to volunteers.
 - b. Plan and implement formal and informal volunteer recognition activities to show appreciation for the contributions of volunteers to the organization.
 - c. Provide individualized care for volunteers, including birthday and life event acknowledgments, support in times of need, etc.

Knowledge, Skills & Qualifications

Broad knowledge and experience in:

- Volunteer resources management
- Current trends, resources and information related to volunteerism
- Youth and community services

Excellent Skills in:

- People leadership and management: positively influence others to achieve best results
- Effective communication: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- Decision making: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- Computers and technology: basic word processing, email, basic spreadsheets
- Data collection, analysis, documentation and reporting

Demonstrated ability to:

- Work collaboratively and effectively on a small team with high accountability
- Independently manage time, tasks and priorities
- Participate proactively in meeting organizational goals
- Maintain healthy emotional and physical boundaries in personal and professional relationships

Education and experience

Bachelor's Degree in Human Resource Management or a related field preferred

Minimum of 2-3 years volunteer management or related work experience in a non-profit or charitable organization.