

WOMEN HELPING WOMEN: JOB DESCRIPTION

POSITION TITLE: Volunteer Manager

FUNCTION: Manages recruitment, training, and engagement of volunteers for the Agency. Volunteers provide individual and systems advocacy to survivors of domestic violence, sexual assault, and stalking as well as prevention programming, education, outreach, and administrative tasks. Works consistently within the mission of the Agency.

KEY JOB RELATIONSHIPS: Reports to Chief Financial Officer, builds and maintain relationships with volunteers, interns and community partners.

QUALIFICATIONS: BA/BS in Education or Human Service related field or equivalent experience required. 2-3 years of experience in social service field with demonstrated management and/or recruitment and supervisory experience required. Demonstrated ability to design, deliver, and evaluate training/education required. Proven experience with relationship and coalition building both internal and external a must. Ability to work evening hours when facilitating trainings and/or meetings required. SA, DV, crisis intervention with victims, advocacy experience preferred.

RESPONSIBILITIES & EXPECTATIONS:

Recruits, manages, trains, and supports volunteers

- Establish and implement effective recruitment processes to actively engage individuals and community partners to ensure volunteer support is available to meet agency needs.
- Develops and implements policies and practices for volunteers.
- Initiates, plans and delivers trainings for volunteers and interns.
- Maintains regular communication with volunteers to keep them updated on the agency, events, trainings, and policy changes related to their volunteer tasks.
 - Trains volunteers and interns to provide services that are: client focused, excellent in quality and empowering to the clients, and affirms the value of diversity and inclusion, and is respectful to all survivors (e.g., gender identity, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation).

Outcome Analysis of Programs & Continuous Improvement

- Using volunteer database, maintains highly accurate records / reporting systems / volunteer hours and submits on time (e.g., documentation for WHW, for funders, for partner agencies).
- Participates in the on-going process of evaluation and revising volunteer procedures as appropriate including programmatic changes to meet the needs of the agency and volunteers.
- Ensure volunteer database files and accurately updated and information usable and accessible to colleagues.

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Agency Teamwork

- Establishes and maintains effective and professional working relationships with coworkers, volunteers, interns, donors, and board members.
- Participates in any additional training and development opportunities provided by the Agency.
- Work with team members to determine volunteer/program needs.
- Participates actively in Agency meetings and functions.

Community Leadership

- Develops and maintains effective, professional, and collaborative relationships with others in the community to assist with strategic volunteer recruitment and engagement.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate.
- Consistently advances the Agency and promotes positive public relations.

Supervision

- Provides general management and oversight to volunteers and interns to ensure success of staff and Agency, and efficient use of resources.
- Conducts interviews with potential volunteers. Reviews existing and recommends new criteria, develops interview questions and interviews candidates, makes selection recommendations and matching volunteers to appropriate volunteer roles.
- Assigns tasks and responsibilities to volunteers.
- Facilitates volunteer meetings regularly. Insures teamwork and cohesiveness among team members, as well as with teams throughout the Agency.
- Makes recommendations and provides documentation for volunteer disciplinary and termination actions. Takes appropriate steps with prior approval.

OTHER REQUIREMENTS: To facilitate Agency effectiveness, may be expected to take on other duties assigned. Availability of transportation in order to provide service in the community is required.

ACCOUNTABILITY: Chief Financial Officer
STATUS: Full Time, Salaried, Exempt
BENEFITS: As stated in the current Human Resources Policies

CONFIDENTIALITY: May be involved in confidential personnel, and interagency issues. Responsible for client confidentiality.

WHW believes in equity and inclusion and welcomes diversity of experience and expression in recruitment, hiring, training, compensation and promotion of diverse talent.

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