



Fellowship Square

JOB DESCRIPTION

Job Title: Volunteer Program Manager
Department: Programs
Reports To: Resident Life Director
Status: Full-time, Exempt

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a full time, day shift but the Program Manager may need to work varied hours to include nights and weekends, as organization needs dictate during peak times.

Summary of Position:

The Volunteer Program Manager's primary responsibility is to recruit, manage and deliver a strong volunteer base that performs both life- enriching programs and activities for residents as well as helps to delivery critical care items such as food or transportation. The Volunteer Program Manager will assist with the implementation of resident programs, undertake reporting and tracking assignments, and foster strong connections with community partners. The Volunteer Program Manager will assist in developing articles for the newsletter that highlight volunteer efforts; make updates to the website pertaining to programs and volunteer opportunities; elevate FS social media presence by connecting with and recognizing volunteers and partners; and compile program information useful for grant opportunities. The Volunteer Program Manager participates on the Resident Life Committee.

Volunteer Program Duties:

- Manages volunteer programs, which includes recruiting, training and communicating with individual volunteers and groups.
- Develops and implements specific campaigns to recruit groups of volunteers or specific businesses for a "day of service," in-kind giving or other program to support Fellowship Square.
- Builds relationship with residents and resident groups (such as RAC or Activities Committee) to encourage volunteer participation among residents.
- Develops volunteer opportunities to meet residents' needs and Fellowship Square strategic goals.
- Promotes and markets volunteer opportunities via social media, email marketing, and direct marketing. Promotes resident engagement through resident communications, such as the weekly Buzz.
- Publishes volunteer opportunities to community calendar postings and other free online listings.
- Creates and maintains master lists of volunteers (individual and groups) and community partners identifying their involvement and developing reports to reflect their impact, such as tracking service hours, categorizing their involvement, and overall interest and effect they have on residents; produces reports as needed.
- Plans and implements volunteer recognition, awards and events as needed.
- Updates FS website with pertinent information related to volunteer and in-kind giving opportunities.
- Provides volunteer orientation; manages volunteer activities; collaborates with House staff to maximize volunteer effort at each Fellowship House; oversees volunteer activities regularly; trouble-shoots issue that arise; makes contingency plans as needed; works with House staff, service coordinators, others to ensure volunteer program overall meets CEO/Board expectations.
- Recommends policies and procedures that follow best practices.

Program Management Duties:

- Develops and implements in-kind donation drives to meet residents' needs.
- Manages relationships with community partners; implements and supports their involvement at the House level; tracks their engagement with Fellowship Square.
- Collaborates with Resident Life Director to develop and implement Resident Life Survey (every two years); compiles results and provides summary report.
- Evaluates various data being collected at each House such as event attendance, bus trips, Accushield reports, Pangea reports to ascertain impact and outcomes, how programs are achieving stated goals and identify trends or concerns.
- Works with Resident Life Director to set program goals, track progress, and provide regular reports to CEO.

- Works with Resident Life Director, Service Coordinators and House staff to roll-out new initiatives and resident programs.
- Compiles program data and information as needed for grant proposals.
- Assists the Resident Life Director in accomplishing departmental goals.
- Serves as an FS representative at external events, appearances, and presentations about FS, programs, and initiatives.
- Assists in creation and production of collateral materials promoting FS volunteer opportunities.
- Monitors assigned web pages pertaining to volunteers, community partners, and programs; makes updates as needed on a regular basis.

Position Specifications:

Use of Business Tools:

- Strong proficiency with Microsoft Office Suite
- Strong proficiency with social media (Twitter, Facebook, Instagram, LinkedIn)
- Strong proficiency with Customer Relationship Management (CRM) and/or Volunteer Management Systems.
- Office Equipment: Phone system, Copier/Fax/Scanner etc.

Training/Certifications:

- Bachelor's degree in business, marketing or related area preferred.
- Minimum 1-3 years volunteer recruitment and volunteer program management experience required.
- Minimum 1-3 years CRM experience
- Minimum 1-3 years marketing experience preferred.
- Three years previous nonprofit experience is preferred.
- Fluency in at least one other language preferred.

Essential Skills/Knowledge:

- Strong organizational skills and attention to detail is critical
- Significant communication skills (written, verbal and non-verbal formats); showcasing clear and concise manner
- Strong presentation and group facilitation skills
- Displays strong ability of comfortably speaking to diverse audience of different sizes in a charismatic, engaging way
- Ability to learn computer software programs, and enter and maintain accurate data/information in appropriate platforms
- Strong knowledge, understanding, and experience managing volunteer programs.
- Strong ability to build reports and maintain databases; present findings while offering ideas and solutions for improvement
- Ability to follow through on competing projects and meet deadlines
- Well-developed sense of member/client service; builds strong business and stakeholder relationships
- Showcases strong problem-solving skills, presenting solutions, presents new ideas and thoughts to support goal achievement
- Strong time management skills; establishes and/or seeks out essential priorities when tasked with multiple projects
- Strong interpersonal and diplomacy skills
- Considerable people management skills; capable of acting as leader and advisor
- Demonstrative abilities in collaborative team building and consensus
- Ability to work as part of a team and to work independently; a self-initiator, versatile and assumes risk with responsibility

Essential Competency/Behavioral Requirements:

- Embodies the values and core competencies of the organization at all times and positively promotes the organizational culture.
- Supports all internal team members and departments in accomplishing the organization's mission, vision, and goals.
- Must be able to understand the importance of the position for the success of the organization
- Displays mature demeanor, common sense, and good judgment
- Be on time and with a minimal amount of absence
- Possesses common sense and intuition; anticipates well
- Creative thinker, innovative
- Demonstrates compassion for people
- Friendly, engaging, cheerful with a "How Can I Help?" attitude
- Collegial, with the ability to maintain a good rapport with all departments
- Must be able to cope within a fast-paced work environment; perseveres with tenacity

- Must be able to manage multiple projects with minimal supervision, separating mission critical from the non-strategic
- Must be fearless in tackling issues and challenges as they arise; doesn't avoid confrontation
- Ability to accept change and be flexible, focusing on action and outcomes
- Must be able to act with honor, character and integrity

I have read and received a copy of my job description. I understand that it is not all encompassing and may change with or without prior notice. I certify that I have all of the above certifications/training. I certify that I am capable of fulfilling all skills/knowledge and physical requirements, either with or without a reasonable accommodation.

Print Name

Date

Signature

Date

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.