



Position Title: FT Volunteer Manager

Department: People Management Department

Position Type : Exempt; Non- Direct

Work Schedule: 40 hours per week

Reports To: Vice President Human Resources and Volunteer Programs

Salary \$45, 545.30 + Benefits+ 401(K) with Employer match and Total Rewards Package

Positions Summary

The Volunteer Manager will be a dedicated and detail-oriented individual to step into the full-time role. As a key player, you'll be entrusted with maintaining our expansive volunteer database and orchestrating diverse volunteer opportunities. This pivotal position is at the heart of our volunteer engagement efforts, involving the coordination and oversight of volunteer activities within our organization. You'll have the exciting responsibility of nurturing relationships with donors, recruiting volunteers from various sources like individuals, families, churches, corporations, schools, universities, and other entities, while also overseeing work service days and weeklong experiences.

Ideal Candidate Profile:

Are you someone who lives and breathes volunteerism and community engagement? UrbanPromise is on the search for a vibrant, detail-oriented individual to join us as a full-time Volunteer Manager! But it's more than that! It's about building meaningful connections with volunteers, staff, youth, donors, and partner organizations that truly make a difference. If you're passionate about making an impact and thrive in fostering these connections, this role is made for you!

We're seeking someone with exceptional organizational skills, a talent for precise record-keeping, and a genuine passion for fostering human connections through volunteerism. The ideal candidate will embody our organizational values, prioritizing the satisfaction and well-being of our volunteers across various departments.

This role presents a unique opportunity to make a profound impact within our community while championing the spirit of volunteerism. Join us in shaping a brighter future together!

Essential Responsibilities

1. The Volunteer Manager is responsible for recruiting, training, growing the volunteer programs, supervising new volunteers and volunteer partners.
2. **Assessment of Volunteer Needs in UPM community:** The Volunteer Manager would partner with the VP of HR and leadership team to periodically assess the needs within the organization to ensure alignment with changing requirements and needs for placement.
3. **Volunteer Events:**
 - (A) - Coordinate a diverse array of events, from volunteer fairs to specialized training sessions annually, daylong and weeklong service trips tailored specifically for individuals, families, churches, universities, and corporate partners.
 - (B) - Conduct comprehensive monthly orientations for newly recruited volunteers, led in conjunction with the VP of Human Resources and Volunteer Programs. Covering company values, communication of upcoming opportunities, ongoing volunteer commitments, and updates on child protection policies.
 - (C) In partnership with VP of HR and Volunteer Programs revive the end-of-year celebration program which is a pivotal event dedicated to honoring and acknowledging the invaluable contributions of UrbanPromise's volunteers. It stands as a testament to the collaborative efforts that bolster our schools, programs, and overall community development within UrbanPromise. This celebration is meticulously curated in close partnership with the VP of HR and Volunteer Programs & other department leaders to ensure a comprehensive recognition of our volunteers' dedication and impact throughout the year.
4. **Service-Learning & Community Volunteer Engagement with Partners:** The volunteer manager will
 - A) Coordinate and supervise logistics for service days and week-long experiences catered to various volunteer groups, including individuals, families, churches, corporations, schools, and universities.

- B) The volunteer manager will oversee the maintenance and updating of Volunteer Service Group profiles in the Donor Perfect database. This role includes managing invoice submissions from service groups and ensuring prompt payment collection.
 - C) A volunteer manager will serve as the main point of contact between UPM and staff members.
 - D) Provide crucial administrative support for the volunteer program, including processing applications for individual volunteering, service days partners, and week-long experiences.
 - E) Manage administrative tasks such as maintaining the company's monthly dashboard and establishing housing partnerships with local churches, colleges, and universities for week-long volunteer stays.
 - F) Coordinate an immersive experience aligned with our mission, programs, and service project needs within the UPM community, ensuring a dynamic and engaging volunteer experience.
5. **Raising revenue:** Moreover, a key aspect of this role will be to develop and achieve quarterly and yearly revenue goals, aiming to expand the service and work facets of the volunteer program to foster increased engagement and participation.
6. **Compliance:** The volunteer manager will actively foster communication and streamline coordination. Additionally, they will oversee the reception of waivers, child protection policies information and conduct thorough tours of city and campus safety checklists. **Policies:** In collaboration with the VP of HR & Volunteer Programs, the Volunteer Manager will update codes of conduct and operational protocols for volunteers, aligning these guidelines with the organization's mission and values.
8. **Development Team Interface:**
- (A)- Participation in monthly meetings between Director of Individual Giving to verify the precision of our volunteer records by collectively updating the active volunteers in the development donor perfect and refining UPM rosters,
 - (B)- Communication of any valuable insights gathered from volunteer interactions that may impact philanthropic interests, specifically sharing these insights with the Development team,
 - (C)- Recognizing potential volunteers within our donor community and maintaining a close watch on their engagement levels
 - (D)- Evaluating the continuous list of volunteer requirements at UrbanPromise, aiming to identify potential links within our donor community for the Individual Giving Team.
 - (E)- Ahead of major Development events, there will be a dedicated meeting with the volunteer coordinator to ensure that all active volunteers receive recognition during these occasions.
9. **Resolution of Concerns and Evaluation:** The Volunteer Manager holds the responsibility of addressing and resolving grievances, acting as a mediator to tackle any conflicts or issues that volunteers or volunteer partners might encounter. Additionally, volunteer manager will collaborate with the VP of HR to regularly assess volunteers' placements, needs, and satisfaction with the opportunities offered, ensuring they align with the organization's expectations as needed.
10. **Maintain Volunteer Service Descriptions:** Create updated detailed volunteer descriptions for each volunteer assignment, outlining responsibilities, and expectations.
11. **Employee Compliance:** The volunteer manager is expected to comply with all employee and communicable disease policies and actively engage in employee-related events, meetings, and the performance management appraisal process.

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| EDUCATION | Bachelor's Degree in Human Services, Education, Business Administration or relevant degree |
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| EXPERIENCE | Experience in volunteer recruitment and interest in and energy for volunteerism and community building. 2-3 years of work experience in public administration, education, community/regional planning, human services or social/behavioral science, or an undergraduate degree in a related field. |
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REQUIRED SKILLS

- Proficient in delivering outstanding customer service, demonstrating exceptional leadership abilities to train and guide personnel in achieving service mission objectives.
 - Strong communication and interpersonal skills essential for instructing new recruits and fostering productive relationships with staff and young individuals.
 - Deeply driven by a passion to contribute to the community and support others.
 - Proficiency in executing supervisory tasks including oversight of volunteer scheduling, activities, and screening processes.
 - Demonstrated sound judgment in recruiting and aligning individuals and partners (corporate, educational institutions, and religious organizations) with projects matching their skills.
 - Proficient in marketing strategies to enhance mission awareness.
 - Robust organizational capabilities, emphasizing attention to detail, accuracy, and consistent follow-through in an independent and accountable manner.
 - Effective communication with diverse populations.
 - Skilled in facilitation, information dissemination, and fostering team cohesion.
 - Outstanding written and verbal communication skills, complemented by adeptness in utilizing computer tools and applications.
 - Working knowledge of databases. Proficient in MS Office suite.
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****Equal Opportunity Statement**

At UrbanPromise, diversity, equity, inclusion, and belonging aren't just ideals—they're vital to our success. We're all about building a team that mirrors the beautiful diversity of the communities we serve. We're committed to nurturing an inclusive workplace where every staff member, youth, family, volunteer and or donor regardless of background, feels right at home, fully engaged in our inspiring mission and values. Plus, we're dedicated to championing racial and social equity in everything we do! Join us in this incredible journey toward a more diverse, inclusive, and equitable future!"

UrbanPromise is an Equal Opportunity Employer. All applicants who believe they meet the stated qualifications are encouraged to apply. Resumes and cover letters should be submitted to UrbanPromise Ministries, VP of Human Resources and Volunteer Programs, Pamela Foxx-Levi at pfoxx@urbanpromiseusa.org.