



VOLUNTEER MANAGER

HOPE Helps, a local non-profit with a mission to prevent homelessness and keep families in their homes, is looking for talented, detail-oriented, organized Volunteer Manager to join our team. The ideal candidate will be dynamic, self-motivated, committed to the organization's mission, vision and values, while consistently functioning as a highly dedicated team player and leader, as well as an effective manager in the organization. Position is 30+ hours, Monday – Friday, with remote days as assigned and weekend availability for scheduled orientations/events. Preferred: Bachelor's Degree and/or Volunteer Coordination experience.

- Understanding HOPE's Mission, Values, Vision and Structure.
- Attend and participate in professional and community HOPE events/meetings to recruit interested parties for volunteer service.
- Prepare and maintain Department Plan and Standard Operating Procedures, Volunteer Training Manuals for Resource and Store for staff/volunteers; reviewed annually.
- Oversee monthly adult volunteer orientations giving high overview of HOPE's background and programs, giving prospective volunteers an understanding of HOPE's mission and a choice of volunteer opportunities, also explaining HOPE's policies/regulations. Review all orientation presentations, annually, for any updates.
- Oversee database of volunteers and hours at all sites. Audit volunteer hours after each event (internal & external) to ensure all hours are documented. Train department volunteer leads with any new database updates (Volgistics).
- Interview, pre-screen, check background, and refer volunteers to appropriate departments. Add volunteer screening information to Volgistics profiles.
- When determining overall volunteer needs for HOPE, serve as liaison between administration, staff and volunteer leads in regards to any questions, issues, recommendations. Attend monthly leadership team meetings.
- Work alongside Events/Marketing/CEO to schedule and coordinate volunteer recognition and appreciation events.
- Responsible for organizing schedule for Takeover Days, Volunteer Groups and Eagle Scout Projects to include follow-up.
- Review and communicate all Annual Volunteer birthdays, anniversaries, etc. on a monthly basis to Marketing and CEO.
- Prepare and present Volunteer Dept reports to CEO; recommend necessary changes or adjustments to the volunteer program during 4th quarter for budget purposes.
- Communicate monthly with staff volunteer leads regarding any volunteer highlights to be used via HOPE's newsletter, to Marketing.
- Work with social, civic, faith-based, school and local organizations to develop partnerships, where appropriate, to recruit, develop and/or utilize volunteers.
- Update external websites for recruitment, annually.
- Address any high level volunteer issues in a prompt manner.
- Manage all Volunteer outreach needs. Represent HOPE at outreach events throughout the community.

Please send resume, creative cover letter, any marketing examples using the programs listed and pay rate expectation to resume@hopehelps.org with VOLUNTEER MANAGER in the subject line.

Revised: 2/17/23 DI