

Volunteer Program Manager – NAT [Visit Our Career Page Here](#)

Description

The Volunteer Program Manager oversees the administration of Canine Companions volunteer services including programs, policies, practices and resources. This position includes full life cycle management of our volunteer program; recruitment, onboarding, education, communication processes, engagement, conflict resolution and retention.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as needed:

- Sets goals and objectives for the volunteer program that aligns with long term strategic plan and our core values.
- Manage the Volunteer Management Pillar efforts of the Strategic Plan.
- Determine needs, create requirements and manage integration of software, communications infrastructure and other technology or structure needs to foster a successful volunteer program across all departments.
- Work closely with national and regional puppy raising, breeding staff, and regional volunteer coordinators to recognize all volunteer needs.
- Work with Department Heads and regional leadership to develop and expand new and existing programs.
- Creates and manages volunteer retention programs.
- Develop, promote and maintain a wide range of volunteer opportunities within the organization.
- Create and implement plan to foster a diverse volunteer population.
- Create and maintain volunteer opportunity descriptions.
- Create and implement robust onboarding experience for all volunteer programs.
- Continuously update volunteer policies, procedures, and standards of volunteer service.
- Evaluate all volunteer programs to ensure effectiveness and to recommend and implement changes as appropriate.
- Use database systems to oversee volunteer data and tracking.
- Create a program quality assessment system for volunteer-led events.
- Develop and implement educational resources and training for volunteers; facilitate in-person training and/or webinars for volunteers.
- Create a recognition program for volunteers.
- Create mentorship program for volunteers.
- Increase communication with volunteers to engage and develop long-term volunteer relationships.
- Develop strong relationships with the community to foster a positive image of Canine Companions and advance the reputation of our mission
- Independently manage multiple projects with overlapping timelines.
- Travel to regional campuses for volunteer meetings and events as necessary.

Qualifications

REQUIRED CHARACTERISTICS

- Able to work with diverse populations.
- Able to perform several tasks concurrently, time management and organizational skills.
- Able to manage, network and motivate staff, volunteers and clientele.
- Able to train and maintain confidential information.
- Able to organize and maintain detailed records; complete necessary paperwork and meet deadlines.
- Able to perform public presentations; good oral and written communication skills.

EXPERIENCE: Minimum of five years' experience in volunteer management and customer service highly preferred; minimum of three years' experience management a team. Project management and team-building experience preferred.

EDUCATION: Bachelor's degree in a related field and/or equivalent training and experience preferred.

LICENSES: None

WORKING CONDITIONS: General office conditions. The employee will work indoors and outdoors performing volunteer management, training and professional administrative duties. Weekend and some evening work is required.

SAFETY HAZARDS: Campus and offices subject to working with and around service dogs and other campus animals.

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other instructions and duties.

You will be evaluated in part based upon your performance of the tasks listed in this job description. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.