

## **JOB DESCRIPTION**

**JOB TITLE:** Volunteer Program Manager

**EMPLOYER:** Tree House Humane Society

**DEPARTMENT:** Administrative Operations

**REPORTS TO:** Director, Technology & Administration

**CLASSIFICATION:** Part-Time, Exempt, Salaried

**EFFECTIVE DATE:** 7/24/2023

**SUMMARY:** As the Part-Time Volunteer Program Manager, you will play a crucial role in fostering a positive and rewarding volunteer experience, managing recruitment, onboarding, and training while maintaining volunteer records. With your interpersonal skills, you'll build strong relationships, support collaboration, and strategically grow our volunteer base. Your dedication to excellence and nurturing a thriving volunteer community will drive the success of Tree House and further its vision of Every Cat Thrives.

### **DUTIES AND RESPONSIBILITIES:**

#### **Volunteer Recruitment and Outreach:**

- Collaborate with the Marketing Department to develop strategic marketing plans for volunteer recruitment.
- Reach out to individuals, community-based organizations, colleges/universities, and corporations to grow the volunteer base.
- Coordinate with program supervisors to assess volunteer staffing needs.

#### **Volunteer Onboarding and Training:**

- Develop and administer a comprehensive volunteer orientation program that includes essential information about our organization and procedures.
- Schedule and/or conduct training sessions to equip volunteers with the necessary skills and knowledge for their roles.
- Provide ongoing support and guidance to volunteers, addressing inquiries and concerns promptly.

#### **Volunteer Program Development and Management:**

- Develop and maintain written descriptions of volunteer roles and responsibilities.
- Track and accurately maintain the volunteer database, including hours worked and the number of volunteers using Volgistics.
- Maintain an up-to-date volunteer database and required paperwork on volunteers.
- Utilize a needs assessment, in collaboration with program supervisors, to identify volunteer expertise requirements.
- Implement and maintain a system for volunteer appreciation, recognition, and benefits.

#### **Volunteer Program Expansion and Engagement:**

- Develop and execute strategies to expand and grow the volunteer program.
- Identify new opportunities for volunteer involvement and engagement within the organization, including opportunities to create more volunteer leadership roles.

- Implement outreach initiatives to attract volunteers from diverse backgrounds and demographics.

**Volunteer Relations and Communication:**

- Foster positive and trusting relationships between volunteers and staff, including training staff on how to effectively work with volunteers
- Initiate regular communication (including in-person) with volunteers to discuss opportunities, address concerns, and solicit feedback.
- Promote and strengthen community among volunteers.

**Program Evaluation and Reporting:**

- Oversee monthly volunteer orientations and training.
- Provide reports to the Director, Technology & Administration, and program staff as needed.

**Other Duties**

- Actively participate in required staff meetings and workshops. Update knowledge by participating in educational opportunities, maintaining networks, participating in professional organizations.
- Protect the organization by keeping information confidential.
- Other duties as requested.

**SUPERVISORY RESPONSIBILITIES:**

This position has no employee supervisory responsibilities.

**QUALIFICATIONS:**

- Bachelor's Degree (BA) from a four-year college or university, or equivalent professional experience, in non-profit program administration, community engagement, people management, or related field.
- 2-3 years of experience in volunteer management or equivalent experience in management/supervision, human resources, or leadership (preferred).
- Knowledge of animal care principles (preferred but not required).
- Proficiency in computer technology, including Google Workspace, Office, Volgistics, Salesforce
- Possession of a valid Illinois driver's license and that driving record is deemed acceptable by Tree House Humane Society's insurance carrier.
- Detail-oriented and conscientious. The volunteer manager should possess strong attention to detail, be organized, and keep accurate documentation. They should also be reliable in handling communications and follow-ups with volunteers
- Effective Communication Skills. The volunteer manager needs to excel in both written and verbal communication. They should be attentive in their follow-ups and demonstrate strong listening skills to understand the needs of volunteers.
- Ability to Connect with Others One-on-One: Being capable of building one-on-one relationships with volunteers is crucial. This includes understanding their contributions, goals, and providing support and appreciation.
- Initiative and Adaptability: The volunteer manager should proactively seek feedback from volunteers, stakeholders, and implement new program initiatives based on that feedback. They should also be adaptable and able to address organizational challenges effectively.
- Strong Leadership and People Management: The volunteer manager should be capable of leading and engaging volunteers effectively, creating a supportive

environment. They should also be assertive with staff when necessary and advocate for volunteers' needs.

- Ability to work independently with minimal supervision.
- Demonstrated conflict resolution and de-escalation skills.
- Must be able to work a flexible schedule to accommodate volunteer, fundraising, and community events and weekend volunteer meet-greets.

#### **COMPETENCIES:**

- **Attendance & Dependability** - Is consistently at work and on time. Follows instructions and responds to management direction. Provides consistent, timely, high-quality work. Follows through on commitments. Uses time efficiently. Takes responsibility for own actions.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Diversity** - Enthusiastically works with all employees, regardless of race, gender, culture, and age. Values contributions of people from diverse backgrounds. Demonstrates respect for opinions and ideas of others. Shows awareness of and sensitivity to cultural and individual values.
- **Ethics** - Respects and maintains confidentiality. Tells truth and is honest in all dealings. Avoids situations and actions considered inappropriate or which present a conflict of interest. Upholds organizational values. Does not misrepresent self or use position or authority for personal gain.
- **Teamwork** - Listens and responds constructively to others' views. Gives and welcomes feedback. Provides assistance to others when they need it. Shares expertise. Acknowledges others' effort and contribution. Puts success of team above own interests. Creates a positive work environment.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Occasionally required to stand and walk
- Frequently required to sit
- Must be able to lift/carry up to 25 lbs.
- Work is completed in an office environment within an animal shelter. Some tasks can be completed remotely.

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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