**POSITION DESCRIPTION**

**Position:** Volunteer Program Manager

**Supervisor:** Vice President of Development

**Location:** Development Office

**Hours:** Full time; Monday – Friday, some evening and weekend work required

**Starting Salary:** $64,000 - $70,000/yr.

**Benefits:** Competitive Benefits Package

**GENERAL RESPONSIBILITIES**

Transition Projects Volunteer Program plays an integral role in the work of the agency by engaging thousands of individuals annually, in ongoing and one-time volunteer opportunities. The Volunteer Program is responsible for more than 25% of the meals that support the agency’s residential shelters and provides over 20,000 hours annually. Volunteers, as ambassadors, are also one of our strongest resources for engaging the community.

The Volunteer Program Manager is responsible for managing and supporting volunteer involvement in programs throughout the agency. In collaboration with the shelters, the Resource Center and administration, the position creates and coordinates a comprehensive volunteer plan that includes recruitment, training, processing, retention and recognition of volunteers for all areas within the agency. The Volunteer Program Manager works closely with all managers, staff and board to create a positive, inclusive and mission-oriented environment. This is a full time, non-exempt, union represented position.

**SPECIFIC RESPONSIBILITIES**

**Oversight & Coordination**

* Oversees and coordinates an extensive volunteer program supporting programs and meals.
* Participates actively in meetings with all programs to develop overall plans for providing volunteer support for the agency.
* Gathers input from volunteers and staff on improving program performance. Institutes a survey/feedback mechanism for all volunteers and required reporting by public funders.
* Produces reports on volunteer operations, including statistical information used for board reports, grants and outreach.
* Assists in preparing the program budget and monitors performance of program against budget.

**Recruitment, Placement & Retention**

* Handles all aspects of volunteer placement including orientation, training, applications, screening and background checks, position descriptions and facilitating placements with staff members.
* Provides support and guidance. Works with staff to intervene when volunteers have difficulties or cause undue hardship on staff or other volunteers.
* Responsible for creating a culture within the volunteer program that is welcoming and inclusive of diverse cultures and backgrounds, and creating a volunteer team that is representative of the greater community. Introduces and provides resources and trainings that support the agency’s Equity Plan.
* Identifies new program opportunities for volunteer engagement and community involvement.
* Provides recognition of volunteers in the quarterly volunteer newsletter, monthly agency newsletter and other appropriate means.
* Develops and coordinates annual volunteer appreciation event, as well as consistent recognition of individuals and groups throughout the year.

**Communication & Outreach**

* Coordinates and works directly with the Development Team on content for the quarterly volunteer publication, monthly agency newsletter and printed materials. Oversight of production and distribution of volunteer promotional materials, website content and all volunteer forms.
* Primary contact for individual regular volunteers, current meal providers and groups providing a broad array of services, including direct project oversight and event management.
* Increases the visibility of Transition Projects volunteers and volunteer program to the public, including special volunteers’ events throughout the community.
* Coordinates volunteer involvement in special events such as the annual fundraising gala, the Portland Veterans Stand Down, PRIDE, etc.
* Coordinates volunteer involvement in various education and advocacy outreach tabling opportunities.

**Development**

* Selects, trains and directs Special Event volunteers for individual and team roles.
* Primary liaison for corporate volunteer partnerships, bringing work parties to all facilities.
* Provides guidance and support for volunteer-led and/or third-party fundraising events.
* Creates, maintains and updates volunteer records in the donor database *DonorPerfect,* volunteer database *(Volgistics)* and elsewhere, including hours served and emergency contact information.
* Other duties as assigned.

**PERFORMANCE REQUIREMENTS**

**Each Transition Projects employee must:**

1. Acquire First Aid/CPR/AED certification within 30 days of hire and be retested biannually thereafter throughout employment.
2. Complete Bloodborne Pathogens and Narcan Training within 30 days of hire and be retested annually thereafter throughout employment.
3. Demonstrate reliability by being present for work as scheduled, arriving and leaving on time and taking breaks in expected time frames.
4. Interact effectively with persons of diverse ethnic backgrounds, religious views, cultural backgrounds, and sexual orientations and treat each individual with respect and dignity.
5. Attend agency and program staff meetings.

**PHYSICAL/MENTAL REQUIREMENTS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* 1. Hearing and vision adequate for interaction with participants, interaction with staff and interaction with the general public.
  2. Hearing adequate for telephone and intercom work. Vision adequate for close work.
  3. Hand and finger dexterity adequate to operate standard office equipment.
  4. Ability to walk, bend, stand, sit, reach, stoop, pull, sit, climb stairs, and squat.
  5. Ability to work for extended periods at a computer workstation.
  6. Ability to perform CPR for fifteen minutes continuously.

**MINIMUM QUALIFICATIONS**

The right individual for this position has a passion for helping others and a desire to work in an organization that serves people who are experiencing poverty and homelessness.

1. Certification in Volunteer Administration (CVA) required.
2. Bachelor’s degree + 3 years of experience in social services (at least 1 year management preferred) **-OR-** 5 years of experience in social services (at least 2 years management preferred)
3. Demonstrated commitment to equity, diversity and an inclusion.
4. Knowledge of current trends, resources and information related to volunteerism.
5. Proficiency in the use of databases, volunteer contact management software and/or *Volgistics.* Use of *DonorPerfect* or *Raiser’s Edge* software preferred.
6. Understands ethical behavior and business practices and ensures own behavior and the behavior of others is consistent with these standards and aligns with the values of the agency.
7. Establishes and maintains positive working relationships with others both internally and externally.
8. Speaks and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
9. Anticipates, understands, and responds to the needs of internal and external clients (donors, volunteers, stakeholders) to meet or exceed their expectations.
10. Works cooperatively and effectively with others to set goals and craft solutions that enhance organizational effectiveness.
11. Assesses situations to determine importance, urgency, and risks, and makes clear and timely decisions in the best interests of the organization.
12. Determines strategies to move the Volunteer Program forward, sets goals, creates and implements actions plans, and evaluates the process and results.

Transition Projects, Inc. is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, gender, sexual orientation, ancestry, national origin, citizenship, marital status, familial status, physical or mental disability, veteran status, genetic information, source of income, union participation or activities, or any other status legally protected by applicable local, state or federal law.

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.