



## JOB DESCRIPTION

Job Title	Volunteer Manager
Location	Colorado Springs
Department	20 - Development
Reports to	Director of Development
Supervises	Volunteers
FLSA Status	Non-Exempt

### JOB SUMMARY

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Under the supervision of the Director of Development, the Volunteer Coordinator works collaboratively with Leadership Team and Program staff to provide guidance, oversight, management, and leadership of The PLACE volunteer programs, including recruitment, coordination, training, supervision, and oversight of volunteers in The PLACE's youth shelter, as well as providing support to events team when volunteers are needed for events. Duties include volunteer program management and community engagement.

### QUALIFICATIONS

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- Bachelor's degree and a minimum of one years' experience working with and coordinating volunteers; OR high school diploma or equivalent and a minimum of three (3) years' experience including one (1) years' experience working with and coordinating volunteers two (2) years' experience with staff supervision, program development and management; or an equivalent combination of education and experience.
- The position requires consistent exercise of discretion and independent judgment in the performance of duties, developed problem solving skills, and the ability to handle multiple tasks and to assess and change priorities based upon agency and client needs.
- Excellent interpersonal and communication skills (including public speaking), including a keen ability to work collaboratively with peers in a self-managed team environment.
- Understand and effectively use a volunteer database; prior volunteer database experience strongly preferred, or an aptitude for independently learning new technology systems.
- Ability to communicate and work with a diverse group of people.
- Understanding of the provision of and commitment to trauma informed care and positive youth development.
- Must be insurable as a driver on The PLACE's auto liability policy using a vehicle from The PLACE and an approved personal vehicle.
- Must pass both federal and state background checks.
- Must pass pre-employment TB screening.

### WORK SCHEDULE

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This is a full-time position of 40 hours per week. The typical work schedule is flexible Monday - Friday (may need to train breakfast volunteers as well as dinner volunteers). This position may require some weekends and/or evenings for volunteer orientations and/or to support the needs of the agency.

## JOB DUTIES

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The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

### Volunteer Program Management & Oversight

- Manage all aspects of volunteer programs, including:
  - Collaborate with Programs Leadership to develop volunteer opportunities within the organization and, in conjunction with the Leadership Team, work to create a culture that involves and encourages volunteerism in programs-related functions.
  - Volunteer outreach and recruitment (methods and needs).
  - Process volunteer applications, **background checks, and other compliance documents** and keep files organized.
  - Orientation of volunteers.
  - Maintain volunteer database and make recommendations for its effective structure and use.
  - Training and scheduling of volunteers.
  - Supervision.
  - Volunteer retention.
  - Recognition (ongoing and annual).
- Evaluate all aspects of volunteer programs and policy development; participate in research and evaluation of all other program services.
- Recruit and organize meal, front desk, tabling, groups and all other volunteers as needed.

### Community Engagement

- Network in the community; build relationships; invitations to more collaboration and giving opportunities.
- Work with developing new opportunities for volunteers, including working with youth development programs.
- Work with businesses that volunteer to build partnerships and philanthropic relationships.
- Supports development team with volunteers and guidance for events when needed.

### Supervision

- Effectively supervises and coordinates volunteers and provides, by example and leadership, motivation and direction to volunteers of the organization.
- Responsibilities include interviewing, onboarding, and training volunteers; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.
- Helps set the tone of the department to ensure morale, team work, and that the positive culture of the organization is maintained.

## PROFESSIONAL PERFORMANCE

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- Adhere to all Personnel Policies and Procedures for the Agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem-solving orientation to all tasks.
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program.
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies.

- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business.
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience.
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally.

## WORK ENVIRONMENT

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Employees in this position may be subject to long hours on their feet in an office, outdoor, and shelter environment that may frequently include physical conditions such as inclement weather or temperature extremes, sharps, drugs and paraphernalia, and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language. Employees must be comfortable providing safer sex supplies and bleach kits to youth.

The PLACE provides personal protective equipment (PPE) and safety training to prepare and protect The PLACE employees in these uncontrolled environments. Compliance with safety protocol is required, which may include the use of PPE, involvement of law enforcement, and/or enactment of emergency protocols, detailed in The PLACE's Emergency Operations Plan.

## PHYSICAL REQUIREMENTS

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- Employee frequently is required to sit. Employee is frequently required to stand; walk; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and occasionally stoop, kneel, or crouch.
- Requires manual and finger dexterity and eye-hand coordination.
- Able to speak and write the English language in an understandable manner.
- Requires the ability to use department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position requires frequent use of computer and phone.
- Able to hear well enough to communicate with employees and others.
- Requires the ability to lift/carry up to 30 pounds using appropriate body mechanics.

## ACKNOWLEDGEMENT

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This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. The PLACE may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

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Employee Signature

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Date