

JOB DESCRIPTION: VOLUNTEER ENGAGEMENT MANAGER

Position: Volunteer Engagement Manager
Department: Research & Development
Reports to: Research and Development Director
FLSA Status: Exempt, Full Time
Last Revised: 3/1/2020



POSITION SUMMARY:

Under the supervision of the Director of Research and Development, the Volunteer Engagement Manager (VEM) is primarily responsible for cultivating and recruiting, placing and managing, sustaining and growing all volunteer relationships within the organization in line with REACH's vision, values, goals and policies. The VEM supervises the Volunteer Engagement Coordinator and will collaborate with program staff and development staff as needed to promote the mission strategic goals of REACH.

ESSENTIAL FUNCTIONS:

1. Volunteer Cultivation and Recruitment
 - a. Implement and manage robust plans for cultivation and recruitment of individual and group volunteers
 - b. Support development of volunteers from underrepresented communities
 - c. Support development of culturally, linguistically and developmentally diverse volunteers
 - d. Design and oversee (leading where necessary) volunteer orientation
 - e. Seek input from agency staff regarding volunteer needs and partner with agency staff to maximize the overall volunteer experience
 - f. Effectively represent the agency and its mission through speaking engagements and volunteer fairs, as needed including developing subject matter expertise and agencies priority for community-based responses and strong relationship
 - g. Collaborate with staff to optimize experience of visitors to the agency
2. Volunteer Placement and Management
 - a. Develop curriculum and processes to train, support and provide ongoing management to volunteers in line with REACH values, vision, strategies and goals.
 - b. Communicate with, schedule, and on-board volunteers serving at the agency
 - c. Develop, coordinate and support internship program
 - d. Support agency-wide volunteer events
3. Volunteer Retention and Growth:
 - a. Partner with agency development staff to support growth and development of volunteer relationship
 - b. Respond promptly to volunteer needs and ideas and work with Research and Development Director to integrate volunteers into development of community-based responses
 - c. Advocate for needs of volunteers within the agency
 - d. Design and implement volunteer recognition events
 - e. Maintain data management system for volunteer engagement activities, including reporting and tracking metrics

- f. Communicate volunteer activities to internal stakeholders and work with communications staff to promote on social media and through other communications
- 4. Other duties as assigned
 - a. Supervise Volunteer Coordinator in support of agency's volunteer engagement goals and strategies
 - b. Support agency projects as directed
 - c. Actively participate as a member of the Development Team

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

1. Proven passion for serving vulnerable populations
2. Demonstrated dedication to volunteers and volunteerism
3. Proven desire to engage strategies that prioritize equity and anti-racism
4. Highly organized and demonstrated ability to manage details
5. Highly collaborative and energized by a fast-paced environment
6. Bachelor's Degree or equivalent with at least two years of relevant experience.
7. Demonstrated experience coordinating events for both donors and volunteers
8. Ability to provide the highest level of customer service, including strict confidentiality and highest regard for all levels of donors
9. Demonstrated organizational, interpersonal, and relationship building skills
10. Demonstrated public speaking experience
11. Self-motivated; ability to work independently and as a team member
12. Ability to enter and manage volunteer data appropriately within a database.
13. Proficiency in Microsoft Office Suite.

WORKING ENVIRONMENT

1. General office hours at REACH are 8.00 a.m. – 4:00 p.m. The hours for this position however must be flexible to ensure volunteer and program needs are met.
2. Attendance at monthly program staff and monthly development staff meetings required.
3. Holiday time is busier given increased community volunteer interest.
4. Can be fast-paced, with multiple things happening at once.

COMPENSATION

This position is full-time exempt, and compensation will be commensurate with experience. Sick pay and vacations are included. No further benefits are available.

HOW TO APPLY

Email a cover letter and resume to Maggie@reachrenton.org