



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

## **VOLUNTEER MANAGER**

**REPORTS TO:** Director of Partner Relations

### **SUMMARY**

The Volunteer Manager is responsible for developing, implementing and maintaining an exemplary volunteer program that provides a supplementary workforce, through the use of corporate, religious, academic, community and individual volunteers, for Women's Resource Medical Centers of Southern Nevada (WRMCSN).

### **ESSENTIAL FUNCTIONS**

#### **VOLUNTEER WORKFORCE MANAGEMENT**

- Clearly communicate the "Mission" ensuring everyone works toward the same goals.
- Responsible for recruiting a skilled volunteer workforce.
- Develop annual/quarterly plans in coordination with WRMCSN management teams to forecast demand for volunteer services.
- Schedule entire volunteer workforce to ensure coverage in all areas.
- Significantly increase the number of volunteers, the number of hours and retention rate.
- Establish goals, monitor progress and provide coaching to enable volunteers to meet their goals.
- Create a positive environment where two-way communication and strong trust are established.
- Responsible for excellent orientation and onboarding of volunteer workforce.
- Recognize "achieving" volunteers and address those who do not meet expectations in a timely and fair manner, terminating when necessary.
- Ensure volunteers are fully trained on the skills necessary for them to succeed by overseeing all aspects of training and at times, administering the training when volunteer facilitators are unavailable.
- Ensure workload is distributed equitably by monitoring overtime and task assignments.
- Ensure that all WRMCSN volunteer policies are followed and administered in appropriate manner (e.g. recruitment, reviews, financial, contracts, safety, administration).
- Establish a process to regularly meet internal organizational needs by developing a volunteer leader program to support operations requirements of every department.
- Develop a "skill based" professional group of volunteers to meet the unique needs of a growing organization.

#### **VOLUNTEER RETENTION**

- Manage the coordination of appropriate and meaningful volunteer experiences within WRMCSN facilities and at off-site events.

- Ensure the appropriate match of volunteers with volunteer opportunities to ensure a meaningful and productive volunteer experience.
- Develop a volunteer recognition program, to thank/publicly acknowledge key individuals, churches and organizations.
- Plan volunteer recognition events and activities following set schedule and within budget.
- Ensure special events, food and fund activities and other internal advancement requirements for volunteers are met and managed in a timely manner.

#### **STRATEGIC PLANNING**

- Create and build tools, processes and resources to develop a strong and efficient department.
- Develop annual/quarterly outreach and communications plans to identify prospects and recruitment goals.
- Benchmark and develop best practices for all volunteer activity, ensuring a standard of quality and quality control.
- Work with the WRMCSN management teams to financially budget for volunteer incentive programs and new initiatives each year.
- Support departments administratively by overseeing and updating volunteer database/profiles, training checklists, volunteer personnel files, etc.

#### **REPORTING**

- Report on demand fulfillment and recruitment goals quarterly and annually.
- Develop and execute metrics and reporting program, to include reporting on recruitment goals, demand fulfillment, volunteer to donor status, volunteer hours of key partners, value of volunteer hours, etc.
- Efficiently manage the documentation process, calendaring and data collection
- Establish, maintain and leverage appropriate technology tools to manage the Volunteer Services function (i.e. CRM or other appropriate data management software).
- Deliver executive reports to express KPI analysis to leadership.

#### **EDUCATION AND EXPERIENCE**

- Bachelor degree required.
- At least 5 years' experience in volunteer management or appropriate related field.
- Intermediate to Advanced Microsoft Office computer skills. Proficient in, Bloomerang or similar database management software and Social Media web platforms.

#### **CHARACTER EXPECTATIONS AND REQUIREMENTS**

- Customer Service - demonstrate the ability to respond with a high degree of urgency to the needs & requests of others, internally and externally. Understand the impact of their work on others.
- Understand safety policies and actively promote safe practices in the workplace.
- Maintain constructive relationships and demonstrate respect for everyone.

- Deal constructively with conflict and focus on the situation, issue or behavior and not on the person by diffusing situations before conflicts arise, resolving conflicts directly and actively promoting and gaining cooperation from others.
- Accurately provide and receive information in oral and written communications.
- Consistently provide ideas, opinions, or information in an articulate, professional way.
- Actively listen to others and demonstrate understanding of other points of view.
- Willingness and ability to adjust to changing conditions or priorities.
- Take the initiative to identify and act on problems and consistently demonstrates a continuous improvement mindset.
- Consistently make decisions that resolve problems.
- All employees are expected to participate in fundraising and volunteer recruitment activities.
- Must be willing to complete a background check.

### **TALENT AND SKILL SET REQUIREMENTS**

- Ability to multitask and drive projects from concept to implementation.
- Proven experience in the strategic planning process.
- Strong public speaking.
- Delegate effectively without abdicating authority.
- Expert level written and verbal communication skills.
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment.
- Ability to prioritize big picture ideas and execute into tangible actions.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- Demonstrated ability to present effective and compelling messages to individuals, groups and the public.
- Strong interpersonal skills and an ability to work with a diverse variety of individuals.

### **PHYSICAL DEMANDS**

The physical 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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move weights exceeding 25 pounds.

Ability to work on a computer and phone for at least 50% of the day.

Travel: Ability to drive to and from volunteer activities mostly in the metro area but occasionally throughout WRMCSN's service area.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**FULL TIME / EXEMPT**

POSITION: Volunteer Manager  
DEPARTMENT: Partner Relations  
REPORTS TO: Director of Partner Relations  
SUPERVISES: Volunteers  
STATUS: Full Time/ Exempt  
COMPENSATION: Compensation commensurate with experience.  
SCHEDULE: Tuesday through Friday / Saturday  
HOURS: 9:00AM to 6:00PM / 8:00AM to 5:00PM