



Volunteer Manager Job Description

Description/Purpose

The Volunteer Manager oversees the volunteer personnel and associated programs on behalf of the Crisis Pregnancy Center of Tidewater (CPC). This individual will work with department heads to create and lead volunteer programs/systems (recruiting, assigning, orienting, maintaining, evaluating, and recognition) to supplement staff resources and to help fulfill CPC's mission to save lives, spare hearts, and spread the gospel of Jesus Christ in South Hampton Roads. They will report to the Vice President of Community Relations.

Responsibilities

The successful candidate will:

- Uphold CPC's policies and procedures
- Support the religious mission of CPC and encourage the spiritual growth of staff and clients
- Reinforce the humanity of the unborn child with patients, their guests, staff, and others
- Be able to share the gospel of Jesus Christ with patients and supporters and pray with them as appropriate
- Lead staff (or participate) in shared prayer and devotions as opportunities arise
- Contribute to overall team efforts by setting appropriate deadlines and ensuring effective communication
- Work with vendors, service providers, and/or volunteers as needed
- Perform other duties as assigned, dependent on organizational needs and employee skills

Volunteer Management

- Work with department heads (VPs and Directors) to develop needs assessment and periodically review needs for volunteer expertise and level of volunteer staffing
- Manage recruitment of volunteers and orientation training
- Implement volunteer intake process, including processing new volunteer applications, matching volunteer to appropriate teams/roles and tracking onboarding
- Oversee collection and tracking of volunteer data and documents
- Work with appropriate staff to ensure volunteers are given proper training to be safe and successful in their roles
- Introduce volunteers to additional channels of ministry support
- Support department heads regarding conflict resolution with volunteers, as needed
- Facilitate volunteer exit or dismissal process
- Administer expenditures for volunteer programs against the approved budget
- Report on volunteer data and statistics

Volunteer Program Development

- Promote volunteer program and coordinate with external networks to increase awareness and gain community support of volunteering at CPC of Tidewater' Centers

- Forecast future volunteer needs in accordance with ministry growth plan
- Develop and manage annual program goals and implementation plan
- Develop and manage targeted efforts/training to improve volunteer knowledge
- Create and manage the volunteer program, its processes, policies, and activities; conduct ongoing evaluation of the program, recommend, and implement improvements
- Educate staff and leadership of how to work cooperatively with volunteers and how to provide volunteers effective supervision
- Identify meaningful volunteer stories to be shared with supporters
- Develop and administer annual volunteer satisfaction survey, compile and report results to VP, Community Relations

Volunteer Care

- Ensure volunteer assignments provide meaningful, satisfying work and professional expression of the ministry's core values
- Effectively communicate organization and program updates to volunteers
- Engage with volunteers regularly
- Plan and implement formal and informal volunteer recognition activities to show appreciation for the contributions of volunteers to the organization
- Provide department heads with information to promote care and acknowledgement of individual volunteers: service anniversaries, life dates, awareness of times of need, etc.

Qualifications

Spiritual/Personal

The successful candidate will:

- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel
- Be an active and committed part of a local, gospel-preaching church
- Be in complete agreement with CPC's Mission, Statement of Principle, and Statement of Faith
- Be dependable, stable, and capable of committing to this position's responsibilities and duties
- Express a desire to be a part of reaching at-risk patients considering abortion
- Believe in the sanctity of all human life from the moment of conception through natural death
- Exhibit strong interpersonal, spiritual, and administrative skills, take initiative, and be flexible
- Be self-motivated and well-ordered in their personal life
- Have a warm, gentle, and hospitable spirit for the family of CPC
- Embrace CPC's values and the behaviors that support those values

Professional

The successful candidate will:

- Exhibit strong written and oral communication skills
- Demonstrate the ability to manage multiple projects, priorities, and deadlines simultaneously
- Have the ability to excel in a fast-paced, changing, and challenging environment

- Be proficient in Microsoft Office products
- Operate with a high degree of judgement, discernment, and discretion
- Possess a working knowledge of best practices and trends in volunteer management

Education/Experience

The successful candidate will:

- Possess at least a BS/BA (preferred; or equivalent experience)
- Have experience in management or supervisory roles
- Preferably have experience in human resources or customer service environments

Schedule

The Volunteer Manager is a Regular, Full-Time position. The position may be approved for remote working opportunities contingent upon the demonstrated responsibility of the employee and the needs of the ministry. The Volunteer Manager is an hourly position and is expected to work 8 hours a day, 5 days a week. Flexible hours throughout the day and evening may be considered with supervisor approval, so long as 8 hours each day are achieved. Unusual schedule requirements include occasional work on nights and weekends to support events.

Compensation and Review

Compensation consists of a competitive salary dependent on the qualifications and experience of the successful candidate and their employment status (regular full-time for this position). Benefits may include:

- Health insurance
- Dental insurance
- Various Aflac plans
- Paid time off (holiday, vacation, and sick leave)
- 403(b) Retirement Plan

On an annual basis, the Volunteer Manager may be given a formal performance review by the VP, Community Relations.

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