



POSITION DESCRIPTION

Position: **Volunteer Manager**
Reports to: Executive Director

Status: Non-exempt; part-time
Hours: 32 hours per week
Date Prepared: August 10, 2017

POSITION SUMMARY:

This position is primarily responsible for recruiting, managing and stewarding volunteers, coordinating their schedules and arranging their job duties. As such, the duties of the position include volunteer recruitment, onboarding, training and stewardship to help buoy limited staffing resources through volunteer support while also providing rewarding volunteer opportunities to those looking to give back to the community. The volunteer program supports the shelter's ongoing operations, administrative offices and the Bread & Roses Thrift Store. As a member of the management team, the Volunteer Manager also takes a leadership role for hosting small and large scale events, managing a database, and participating in widespread community outreach. The Volunteer Manager also assists with the dissemination of public information related to the ongoing work of Hospitality House by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Administrative Operations

- Attend weekly Leadership and Management Team Meetings.
- Plan, direct and manage the operation of a volunteer program and related public relations/information functions.
- Recommend, author and implement policies and procedures for volunteers.
- Work with managers to identify needs and opportunities for thorough, safe training and utilization of volunteers, and ensures that programs address and meet shelter's objectives and operational needs.
- Maintain schedules, files and records for volunteers, including basic database management and development of statistical data. Provides volunteer statistics as requested for reporting and public relations.
- Order and maintain supplies, tools and equipment for program.
- Write and produce the Volunteer Handbook and all volunteer job descriptions, updating as needed.

Community Outreach and Fundraising Assistance

- Establish and maintain contacts and relationships with schools, community and corporate groups, City/County departments, community leaders, and representatives of outside agencies and the media for the purposes of promoting Hospitality House's work and filling volunteer needed volunteer positions.
- Coordinate the volunteer logistics of two major events each year, including recruiting and supervising volunteers working on the events.
- Organize and implement service learning programs, educational workshops, conducts tours for visiting professionals, and members of the public.
- Represent Hospitality House to the media when requested by the Executive Director.
- Write and produce volunteer newsletters and e-blasts to share updates and needed assistance.
- Help to staff events as needed or directed.

Bread & Roses Thrift Store

- Serve as Bread & Roses Thrift Store Manager as needed when the current Thrift Store Manager is on vacation and/or out of the office.

- Regularly work with volunteers at the Thrift Store to steward volunteerism and help with production.
- Ensure appropriate training of all volunteers to maintain the essential health and safety standards required by shelter policy, state and local law and/or Cal OSHA and OSHA.
- Host regular, ongoing trainings for volunteers, at the introductory, intermediate and advanced levels to promote continuous growth of volunteers' skill sets.
- Write, update and help to produce Bread & Roses Operations and Procedures Manual.
- Help design signage for the store to improve volunteers' ability to process product for sales.

Customer Service and Relations

- Handle public inquiries and problem situations that may arise involving volunteer programs or staff.
- Attend and respond to public inquiries promptly and courteously.
- Represent Hospitality House in the community when working public outreach events.

Volunteer Recruitment, Training, Stewardship and Recognition

- Design, develop and implement training and orientation classes in a variety of areas including:
 - Program procedures; applicable laws and shelter policies.
 - Techniques for dealing effectively with the public.
 - Uses of educational and interpretive materials.
 - Other areas specific to shelter and program mission and goals.
- Recruit, screen and implement strategies for the training and retention of volunteers.
- Assign volunteer duties to youth in appropriate circumstances according to their maturity and capabilities. Outreach to CalWorks to obtain additional low-cost or no cost staffing assistance, and at the same time mentor and train potential future workers at the store.
- Coordinate, schedule, monitor and evaluate volunteers for ensure maximum staff coverage, cost containment and program effectiveness; assure that all safety and operating procedures are followed.
- Assess productivity, set goals and establish work-related priorities.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Synthesizes complex or diverse information; collects and researches data; designs work flows and procedures.
- Design - Generates creative solutions; uses feedback to modify designs; applies design principles; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- Teamwork – Contributes to building a positive team spirit; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Leadership

- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Delegation – Delegates work assignments when appropriate; matches the responsibility to the person; gives the authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Managing People – Includes staff in planning, decision making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops staff's skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continuously works to improve supervisory skills.
- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- Diversity – Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.

Organization

- Business Acumen – Understands business implications of decisions; demonstrates knowledge of market and competition; aligns work with strategic goals.

- Cost Consciousness – Works within approved budget; conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This position does have any supervisory responsibilities in relation to managing paid staff but is responsible for supervising volunteers. The Manager is also responsible for the overall direction, coordination, and evaluation of the volunteer program and its ongoing activities to raise awareness and support for Hospitality House. Carries out supervisory responsibilities in accordance with Hospitality House's policies and applicable laws. Responsibilities include interviewing, hiring, and training volunteers; planning, assigning, and directing work; appraising performance; rewarding and providing constructive feedback to volunteers; addressing complaints and resolving problems.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A.) or equivalent from a four-year college or technical school; or three to five years related non-profit and/or volunteer management experience and/or training; or equivalent combination of education and experience. A thorough understanding of volunteer stewardship preferred.

LANGUAGE SKILLS:

Ability to read and interpret documents such as operations and procedures manuals, volunteer handbooks, and software instructions. Ability to write routine and technical reports and correspondence. Ability to speak effectively before groups of volunteers, donors, members of the general public and employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Volunteer database Software Programs; Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Gmail/Outlook); Presentation software (PowerPoint); and Publisher software.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current vehicle insurance and a valid CA state driver’s license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Demonstrates professional conduct at all times.
- Has exceptional people skills.
- Possesses a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House.
- Understands the basic principles and practices of hiring, supervising, training and evaluating volunteers.
- Possessing a general understanding of employment laws as it relates to managing staff.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.

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 stand, sit and walk (including up and down stairs); use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must occasionally lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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 typically moderate to high with high levels of distraction.

NATURE OF SUPERVISION RECEIVED:

Must be able to work independently toward attainment of operational goals and contract compliance.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Printed Name: _____ Date _____

Signed: _____