



Job Title: Volunteer Program Manager
Reports To: Director of Development
FLSA Status: Salaried, Exempt

JOB SUMMARY

The Volunteer Program Manager (VPM) is responsible for developing, implementing and maintaining an exemplary volunteer program to meet organizational volunteer and community outreach needs. The VPM provides a supplementary workforce through the use of corporate, academic, community, and individual volunteers to achieve needs and goals while increasing visibility and knowledge of Candlelighters Childhood Cancer Foundation of Nevada. The VPM also provides coordination and management of volunteers in the delivery of the organization's events, programs and services for the Development and Family Services teams.

RESPONSIBILITIES

- Develop and implement platform, processes, goals and objectives for the volunteer program, which reflect the mission of the organization.
- Generate metrics and reporting program to include performance on goals, budgets, volunteer hours, cultivation, retention, etc.
- Assess the need and roles for volunteers/ambassadors/interns and recruit as necessary to enhance program, event and service delivery.
- Oversee volunteer policies, procedures, and standards of volunteer service.
- Create and facilitate volunteer orientation and trainings to increase volunteers understanding of the organization, its clients, its services and the role and responsibilities of volunteers.
- Develop and implement outreach materials, intake and interview protocols for potential volunteers to ensure the best match between the skills, qualification, and interests of the volunteers and the needs of the organization.
- Develop and administer platforms and documents to maintain records of volunteer activities.
- Recruit, screen, interview, train and manage volunteers as appropriate.
- Establish volunteer responsibilities and goals, conduct ongoing evaluation and progress of volunteers and organizational programs to provide coaching and implement improvements as needed.
- Manage and schedule volunteers, ambassadors and interns for all organizational needs.
- Manage and maintain strong relationships with existing volunteers and external community partners while cultivating new relationships, focusing on service opportunities and collaborations.
- Plan, lead and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization.
- Create, manage and implement volunteer correspondence and opportunities through phone, e-mail, flyers, social media, website, etc. as necessary.
- Serves as a representative of Candlelighters for public meetings, presentations in community, volunteer fairs, and awareness events to promote volunteer program and the organization.

- Manage and supervise ambassadors, interns and volunteers to achieve goals in line with the organization's mission.

KEY COMPETENCIES

- Must be able to work autonomously and exercise independent decision making.
- Frequently will be expected to work unsupervised and is held to a high standard of professionalism.
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Some after-hours and weekend responsibility for this position that may necessitate extended hours; inside and outside of the Candlelighters office.
- Excellent organizational, time management, written and verbal communication skills.
- Must be able to assess challenging situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- Adhere to all Candlelighters policies and procedures; including participating in all safety and staff development training.
- High level of personal and professional integrity and ethics.
- Ability to use computer software including but not limited to word processing, email, spreadsheets and databases.
- Excellent verbal and written communication skills with a customer service friendly approach.
- Must be punctual, efficient, and independent worker, a detail oriented person and possess good work habits.

QUALIFICATIONS

To perform this job successfully, an individual must be able to execute each necessary duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Have a working knowledge and understanding of all office policies and procedures, computer programs and requirements, staff positions and duties, office machine function and operation, filing, data and communication systems. Able to perform or train other staff in duties as needed in the absence of staff.

EDUCATION/EXPERIENCE

Bachelor's degree from a 4 year college or university with a degree in business, human resources, nonprofit management or organizational communication. A minimum of 3 years' experience in a development, training and or volunteer management capacity.

COMMUNICATION SKILLS

Ability to read, analyze, and interpret general business procedures, articles, manuals and other forms of written communication. Ability to write letters and business correspondence, in a variety of manners. Ability to effectively present information and respond to questions from groups of volunteers, managers, leadership and the general public. Possess the ability to maintain records and produce clear written and oral reports.

TRAVEL

Position is required to travel to and stay overnight for the duration of our annual Camp Independent Firefly. Additionally, position may require occasional overnight travel for other meetings, conferences, and programming.

CERTIFICATES, LICENSES, REGISTRATIONS

Position requires a current valid driver's license, proof of authorization to work in the U.S., background check and continuous personal automobile liability coverage.

PHYSICAL DEMANDS

While performing the duties of this job the employee is regularly required to sit. However, employee must be mobile, stand for extend periods of time and lift items up to 15 lbs.

The physical demands and work environment described in this position description is 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.

Candlelighters Childhood Cancer Foundation of Nevada is committed to hiring and retaining a diverse workforce. We are an Equal Opportunity Employer, making decisions without regard to race, color, religion, sex, sexual orientation, national origin, age, veteran status, disability, or any other protected class.