Job Description

<table>
<thead>
<tr>
<th>Job title</th>
<th>Volunteer Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Development (Dev)</td>
</tr>
<tr>
<td>Location</td>
<td>425 South Tacoma Way, Tacoma, Washington 98402</td>
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<tr>
<td>Reports to</td>
<td>Sr. Director of Development</td>
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<tr>
<td>Classification</td>
<td>Exempt; Regular Full-time</td>
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Rescue Mission Purpose, Vision and Value Statement

The Rescue Mission is a Christian non-profit organization that exists to offer God's help, hope, and healing to the most impoverished members of our community. Our goal is to help everyone we work with become a fully contributing member of the community.

All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus, treated with dignity and compassion; relationships are built on love and truth; integrity is never compromised; service is measured for efficiency and effectiveness; and teamwork and trust are basic to our working relationships.

Job purpose

Manages volunteer resources to assist in the delivery of the organization's programs and services. This includes directly managing volunteers, and/or providing guidance, support, resources and tools to staff who supervise volunteers.

Qualifications

- 3 years minimum of supervisory or management experience
- College certificate or degree in Volunteer Management is an asset
- Post secondary education in social sciences, human resources, community development, or adult education is an asset
- Knowledge of current trends, resources and information related to volunteerism
- Knowledge of the management of volunteer resources
- Ability to bring people together for a common goal
- Leadership skills a must
- Word processing
- Data base management

The Rescue Mission is an Equal Opportunity Employer and values diversity in its workplace. Applicants are considered for positions without regard to race, religion, creed, color, national origin or ancestry, sex, gender identity, sexual orientation, age, marital status, familial status, veteran or military status, the presence of any sensory, mental or physical disability, or use of a trained guide dog or service animal by person with disabilities, or any other bases prohibited by applicable federal, state or local laws. Rev. 5/1/2015
Duties and responsibilities

Culture Work
- Establish professional, caring, strengths-based relationships built on truth, respect, encouragement and trust.
- Maintain a high level of integrity in modeling and promoting the Mission’s core values and culture standards.

Team Work
- Work as a member of the development team to:
  - advise the Sr. Director of Development in matters related to the Volunteer Program
  - help solve organizational challenges
  - proactively assist as necessary in the overall success of the Mission

Direct Work
- Plan the volunteer program/service
  - Develop and implement goals and objectives for the volunteer program which reflect the mission of the organization
  - Assess the need for volunteers to enhance program/service delivery
  - Develop a budget for the volunteer program activities
  - Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary
- Organize the volunteer program/service
  - Develop, administer, and review policies and procedures which guide the volunteer programs and services, and reflect the overall values of the organization
  - Identify volunteer assignments that provide meaningful work for volunteers and write the volunteer position descriptions in consultation with staff as appropriate
- Engage volunteers
  - Promote the volunteer program to gain community support of the volunteer program and the organization
  - Develop and implement effective strategies to recruit the right volunteers with the right skills
  - Develop and implement an intake protocol for potential volunteers to ensure the best match between the skills, qualification, and interests of the volunteers and the needs of the organization
  - Implement a screening process for potential volunteers according to accepted screening standards and practices
- Lead the volunteer program/service
  - Train staff to work effectively and cooperatively with volunteers
  - Orient volunteers to increase their understanding of the organization, its clients, its services and the role and responsibilities of volunteers
  - Ensure that volunteers are given appropriate training to be successful in their positions around the organization.
Job Description

- Ensure that volunteer check-in procedures (Volunteer HUB) are followed and records of volunteer hours are maintained according to established procedures
- Ensure that volunteers receive the appropriate level of supervision
- Assist with conflict resolution among clients, staff and volunteers according to established procedures
- Establish and implement a process for evaluating the contribution of individual volunteers
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization

- Control the volunteer program/service
  - Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the program or service
  - Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
  - Evaluate the contribution of each volunteer on an annual basis

Working conditions

- Managers of volunteers work in an office environment, but monitoring the activities of volunteers may sometimes take them into non-standard workplaces.
- Managers of volunteers may be required to work some evenings and weekends.

Physical requirements

Sit, speak, listen, operate a vehicle

Direct reports

None

Staff Signature: 

Print Staff Name: 

Supervisor Signature: 

Date: 

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