



**Full-Time Position**

<b>Organization:</b>	<b>Maggie's Place</b>
<b>Job Title:</b>	<b>Volunteer Manager</b>
<b>Department:</b>	<b>Development</b>
<b>Reports To:</b>	<b>Philanthropy Director</b>
<b>Location:</b>	<b>Family Success Center, 4001 N. 30th St., Phoenix, AZ 85016</b>

**Position Description**

**Job Purpose:**

The Volunteer Manager is responsible for all volunteer services for Maggie's Place.

This will drive the strategy as identified by the CEO and Development Department for engaging and growing volunteerism at Maggie's Place.

**Responsibilities:**

**Volunteer Program Management**

- Serve as the main point of contact and resource for all current and potential individual and group volunteers; as well as for Maggie's Place staff and Thrift Store, Maggie's Place homes and AmeriCorps Members.
- Maintain, promote, market and grow the Maggie's Place volunteer base through outreach to individuals, community-based organizations and groups, colleges/universities, and corporations as needed.
- Develop and implement goals and objectives for the volunteer program which reflect the mission of the organization.
- Work closely with program staff and department managers to periodically assess needs for volunteers, including group volunteer opportunities at programmatic events, Maggie's Thrift and/or Maggie's Place homes.
- Train all Maggie's Place staff and AmeriCorps Members to work effectively and cooperatively with volunteers.
- Ensure that volunteers are given appropriate training to be successful in their positions and receive the appropriate level of supervision.
- Assist with conflict resolution among participants, staff, and volunteers according to established procedures; consult with volunteers to resolve grievances and promote cooperation.
- Establish and implement a process for evaluating the contribution of individual volunteers and evaluate the contribution of each volunteer on an annual basis.
- Provide accurate and timely volunteer data for funder or department requested reports.
- Maintain accurate records and provide timely statistical and activity reports.
- Orient volunteers to increase their understanding of the organization, its participants, its services and the role and responsibilities of volunteers.

- Provide a comprehensive volunteer orientation and onboarding processes for new volunteers that includes:
  - Facilitation of regular Volunteer Orientation trainings for new volunteers.
  - Processing of all pertinent information for individual and group volunteers (Volunteer Information Form, Confidentiality Form, Volunteer Release).
  - Processing Background Checks and/or Fingerprint Clearance Cards as needed for volunteer areas of work.
  - Identify appropriate placement of volunteers based on interest, availability and skill set.
- Ensure that volunteer check-in procedures are followed at Maggie's Place homes and events and that records of volunteer hours are maintained according to established procedures.
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization.

### **Online Volunteer Management System**

- Develop and Maintain Volunteer Impact:
  - Ensure approved/active volunteers are registered in Volunteer Impact.
  - Ensure all updated volunteer forms, handbook and information is current and accessible for volunteers and staff.
  - Provide training for new and existing volunteers on Volunteer Impact software.
  - Load and maintain recurring and episodic volunteer opportunities into the system.
  - Ensure volunteers are capturing volunteer hours in the system and assist when needed.
  - Monitor AmeriCorps Volunteer Coordinators training needs for Volunteer Impact and assist with system transition.
  - Send consistent communications with volunteers through Volunteer Impact including: upcoming opportunities, topic specific communications, training opportunities and/or pertinent policy updates.
  - Update volunteer activities and partner to promote on the Maggie's Place website and on social media.
  - Train Maggie's Place staff and AmeriCorps Volunteer Coordinators on Volunteer Impact volunteer management software on an annual basis.

### **Serve as AmeriCorps Volunteer Coordinator Liaison**

- Serve as the main point of resource and contact for AmeriCorps Members who interact with and/or oversee volunteers both at the Family Success Center and at Maggie's Place homes.
- Hold regular meetings with AmeriCorps Volunteer Coordinators and be available to provide coaching and feedback as needed/requested.
- Ensure AmeriCorps Volunteer Coordinators have access to all necessary training, documents and information for volunteer tracking of hours and engagement in volunteer activities.
- Identify quarterly recruitment opportunities for Maggie's Place AmeriCorps Volunteer Coordinators to attend and engage/recruit volunteers.

### **Organize Volunteer Program and Service**

- Oversee the scheduling of all volunteer activity, including special events and community events.
- Develop and manage volunteer policies, procedures, and standards.
- Develop and administer forms and records to document the volunteer activities.
- Maintain and identify volunteer job descriptions and assignments that provide meaningful work for volunteers and consult with staff for appropriate job descriptions and assignments including descriptions for various volunteer levels.

- Maintain a screening process for potential volunteers according to accepted screening standards and practices including background checks and Level 1 Clearance Cards.

**Control the Volunteer Program and 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 volunteer programs to ensure effectiveness; recommend and implement changes as appropriate to enhance service and program delivery.
- Prepare an annual report on the contribution of the volunteer program to the organization.
- Develop a budget for the volunteer program activities.
- Administer and monitor expenditures for the volunteer program against the approved budget.
- Knowledge of current trends, resources and information related to volunteerism.

**Education/Experience:**

- Bachelor’s degree or equivalent preferred.
- A minimum of 3-5 years of proven success in volunteer services.

**Qualifications:**

- Emulate a positive attitude and presence as a representative of Maggie’s Place.
- Accountable for success and improvement opportunities.
- Impactful in an organization of service excellence.
- Strong written, verbal and nonverbal communication skills.
- Strong technology skills including excel.
- Ability to meet deadlines.

**Additional Requirements:**

- Must possess or have regular access to a reliable vehicle on a regular basis.
- Must possess a valid Arizona driver license and active auto insurance.
- Must be able to comply and meet the national and state criminal background check, national sex offender registry, level one fingerprint clearance card, and a Motor Vehicle Records check as required by Maggie’s Place.
- Ability to lift 30 lbs is required.

**Work Environment**

- **Work occasionally on Saturday(s) or holiday(s)**
- **On-Site** at the Family Success Center

**Employee Printed Name:** \_\_\_\_\_

**Employee Signature :** \_\_\_\_\_

**Date:** \_\_\_\_\_