

Job Title: Volunteer Programs Manager



Reports To: VP of Community Programs

Schedule: Tuesday - Saturday

FLSA Status: Exempt

Type: Full Time

Summary:

This position is an integral part of the growth and development of the shelter as well as advancing the implementation of the shelter's vision and mission statement through the implementation of a volunteer workforce.

Essential Duties and Responsibilities Include:

Volunteer Management and Program Coordination

- Recruit new volunteers through creative outreach strategies
- Maintain a streamlined application and onboarding process
- Retain seasoned volunteers through creative engagement strategies
- Build relationships with current and new volunteers; expand and enhance volunteer involvement, appreciation, and retention
- Create and manage a mentor program; develop a team of mentor volunteers committed to supporting and teaching fellow volunteers
- Recognize and praise volunteers for their contributions and accomplishments, model and encourage all staff members to appreciate volunteers and the value they add
- Provide training, supervision, and coaching for active volunteers; promote a strong commitment to teamwork, customer service, and consistent standards
- Continually monitor and evaluate volunteer work assignments to ensure they are meaningful, safe and supportive of our mission and goals
- Work closely with the Animal Welfare Team to monitor and ensure that all animal socialization protocols and procedures for volunteer use are consistently documented, communicated, followed, and updated
- Monitor & update volunteer shift calendars to ensure maximum shift coverage
- Work closely with the Community Outreach Team to introduce HSC philosophy to volunteers; cultivate regular volunteers for iBuild, Pet Food Bank, and PFL events.
- Work closely with the Community Cat Coordinator and Clinical Services to best utilize volunteer service to fulfill expanding needs.
- Provide conflict resolution and problem-solving support between volunteers and staff

- Assist with organization wide events, new projects, and one-time volunteer opportunities that further benefit the volunteers and the animals' welfare
- Other duties as required

Volunteer Training and Program Development

- Work with all departments to develop volunteer training curriculums
- Coordinate and schedule volunteer classes for maximum attendance; ensure effective orientation of new volunteers; promote on-going volunteer development and engagement
- Enhance the utilization of volunteers to allow for additional staff focus on program goals and strategic initiatives
- Facilitate volunteer orientations for prospective volunteers; assist with marketing to generate new volunteer interest

Communication

- Provide and coordinate consistent individual and group communication with volunteers including a monthly newsletter, special event recruitment, and organization-wide needs
- Facilitate regular opportunities to communicate appreciation; increase volunteer motivation with success stories and other captivating HSC developments
- Keep staff and volunteers informed on volunteer program enhancements, challenges, policies, and protocols
- Develop and enhance volunteer collateral materials including class curriculums, training materials, guidelines, policies, and protocols
- Work effectively with individuals from diverse communities and cultures
- Actively assist and participate with Pet of the Week and other media appearances

Program Administration

- Maintain and manage volunteer data and records in Volgistics (volunteer management software)
- Create new volunteer accounts and provide Volgistics training for volunteers
- Produce timely volunteer reports and data
- Ensure supplies and volunteer work areas are regularly maintained
- Coordinate, supervise, and complete paperwork for students and volunteers from third-party organizations

Safety

- Train volunteers on all safety protocols; model safe work practices
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal, or the organization at risk

Qualifications/Expectations:

- Bachelor's Degree; qualifying work experience may be considered as an alternative
- Minimum one year supervisory and program development experience

- Previous customer service experience
- Previous program coordination or development experience
- Previous experience as a volunteer and supervising volunteers preferred
- Commitment and enthusiasm for the mission, values, goals, and success of the Humane Society of Charlotte
- Outstanding communication and interpersonal skills
- Must have a great sense of humor and enjoy working in a relaxed office environment
- Demonstrated ability to supervise, train, and motivate people
- Skilled at creating and delivering innovative and engaging training
- Ability to comfortably speak before groups of people
- Ability to communicate skillfully and effectively with diverse communities of youth, staff, volunteers, and donors
- Possess solid computer skills and database experience
- Ability to work in a fast-paced work environment, embrace and foster change, problem solve, and multi-task
- Ability to handle calmly and efficiently situations ranging from routine to emergency
- Display comfort working in the shelter environment and willing to accommodate animals in the work place
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including weekends and evenings as needed
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 25 lbs

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____