

**Job Title:** Volunteer Program Manager



**Reports To:** Chief Administrative Officer

**Schedule:** Tuesday - Saturday

**FLSA Status:** Exempt

**Type:** Full Time

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**Summary:**

This position is an integral part of the growth and development of the organization, as well as advancing the implementation of the shelter's vision and mission 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
- Expand and enhance volunteer involvement, appreciation, and retention
- Build relationships with current and new volunteers
- 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
- Monitor & update volunteer shift calendars to ensure maximum shift coverage
- Provide conflict resolution and problem-solving support between volunteers and staff
- Assist with organization-wide events, new projects, group volunteers, and one-time volunteer opportunities that further benefit the volunteers and the animals' welfare
- Work closely with all departments to best utilize volunteer service to fulfill expanding needs
- Work closely with Managers and Team Leads to ensure protocols and procedures for volunteer use are consistently documented, communicated, followed, and updated
- 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
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- 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, Facebook volunteer group site 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 our volunteer management platform
- Create new volunteer accounts and provide volunteer management platform 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:**

- Minimum one year supervisory and program 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