

**Volunteer Programs Manager  
Job Description**

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<b>Title:</b>	Volunteer Programs Manager
<b>Department:</b>	Mission Delivery
<b>Supervisor:</b>	Vice President of Mission Delivery
<b>Status:</b>	Full time
<b>Date:</b>	April 2018

**Job Summary:** Responsible for executing the short term objectives to achieve long term goals of the Mission Delivery Department, specific to Volunteer Programs. The Volunteer Programs Manager will give ongoing attention to the recruitment, retention and recognition of our volunteers. She/he will assist with increasing visibility and education about Make-A-Wish® New Jersey.

**Major Responsibilities:**

- Create and support an organizational climate that is welcoming to volunteers in order to promote volunteerism with emphasis on focused recruitment, retention and recognition.
- Develop and implement an annual plan for volunteer program services to allow for growth and retention, following review and approval from Vice President of Mission Delivery.
- Supervise and support Volunteer Program intern(s), office and wishing place volunteers.
- Manage the intake process by which volunteers become involved in MAWNJ from application to placement.
- Handle all volunteer inquiry calls/emails and conduct all initial phone interviews (in-person, when needed) for all potential volunteers (within 30 days of inquiry).
- Assign volunteer teams to wishes/wish assists, communicate assignments to volunteers and document assignments in RE database in a timely manner (not to exceed two weeks).
- Send bi-weekly email to volunteers with available wishes and other volunteer opportunities
- Assist and track outstanding wish packets and follow up with volunteers within 2 weeks of assignment.
- Document in RE database updates from volunteers regarding assignments, outstanding wish packets or other wish-related issues in real time.
- Oversee the volunteer reimbursement process (acquisition, reconciling and submission).
- Update and maintain volunteer intranet on monthly basis as well as communication of login and password to all new and current volunteers.
- In collaboration with the Vice President of Mission Delivery, design and implement a plan to recruit new volunteers with special emphasis on bi-lingual (Spanish Speaking) volunteers and areas that are currently underserved.
- Develop and oversee an ongoing Volunteer Recognition Program.
- Update, implement and conduct Basic Training (6x/yr/wknds) for new volunteers as well as Level II (Continuing Education) Training (4x/yr/eve/wknds) as required by all active volunteers.
- Ensure that all volunteer training participation and activities are documented utilizing RE on a regular basis.

- Run monthly RE queries for assigned volunteers for review with VP of Mission Delivery and the Director of Wish Granting.
- Document new volunteer information and all communication with volunteers in Raiser's Edge (RE) in real time.
- Oversee and track that all active volunteers commit to predetermined annual requirements and are evaluated on their performance on an annual basis.
- Consistently ensure that information regarding policy/protocol changes is being disseminated to volunteers in a timely and efficient manner.
- Maintain regular contact with volunteers via email, phone calls, in-person visits and periodic meetings or conference calls to ensure good relations and monitor performance.
- Conduct and secure confidential background check files for all volunteers as well as reminders for updated screenings.
- Maintain all volunteer hard copy files and paperwork to ensure that all policies and procedures of the MAWFA are being followed in a timely manner.
- Assist with writing and sending confirmation emails once a wish has been determined.
- Address issues/concerns with volunteers; Document in volunteer file and RE record;
- Communicate concerns to Vice President of Mission Delivery in a timely manner.
- Ensure and/or modify volunteers' active/inactive status utilizing RE in real time.
- Direct and train volunteer interns to create and distribute volunteer ID badges.
- Assist the Mission Delivery team when needed with different aspects from referral to wish granted.
- Other duties, as assigned.

**Preferred Skills, Abilities and Requirements:**

- Self-motivated, team oriented and highly organized with a strong attention to detail
- Bi-Lingual Spanish/English speaking
- Raiser's Edge proficient, Microsoft office proficient (Word, Excel, PowerPoint)
- Excellent interpersonal, oral, and written communication skills
- Time management skills
- Able and willing to work evenings and weekends for training, recruitment, mission delivery support and/or fundraising events, as needed

**Education & Experience:**

- Bachelor's Degree
- Volunteer management experience (3-5 years), preferably in a nonprofit setting
- Public Speaking/Presentation experience to both small and large groups
- Database management experience

Qualified candidates are encouraged to send a cover letter and resume, along with current salary history, to:

Michele Hickey  
 Senior Director of Executive Search  
 The Nonprofit Search Group  
[michele@thenonprofitsearch.com](mailto:michele@thenonprofitsearch.com)

Please refer all questions regarding this position to Michele Hickey at (201) 596-4022.