



POSITION TITLE: **Volunteer Manager**

REPORTS TO: Executive Director

SUPERVISES: Volunteers

**Position Summary:** In accordance with the standards of the House of Mercy and in union with the Magisterium of the Catholic Church practices and policies, the Volunteer Manager plays an important role at the House of Mercy. The Volunteer Manager will oversee and coordinate the volunteers along with other key business functions related to House of Mercy. They will ensure that all processes and all similar components essential to the smooth and effective operation of the House of Mercy are carried out in a professional and merciful manor.

The Volunteer Manager will play a vital role in contributing to the total effectiveness of the Mission, communicating openly, solving problems proactively, offering creative ideas and working as a positive, engaged team member. Flexibility and a cooperative spirit are crucial characteristics of the individual who holds this position.

**Responsibilities:**

- Advertise and recruit for new volunteers and service groups
- Work with the Marketing Coordinator to implement marketing materials, keep the website updated and any other marketing needed for the volunteer program
- Review applications, run background checks, and communicate with interested volunteers about the application and scheduling process
- Manage all volunteers, schedules, assignments and extra events needing volunteers
- Onboard and train volunteers about House of Mercy and their specific areas of volunteering
- Hold trainings and communicate regularly with active volunteers with updates and news
- Volunteer appreciation both annual collective events and ongoing individual appreciation
- Continually evaluate and improve the program and conduct exit interviews
- Resolve conflict between any volunteer and House of Mercy, staff, clients, customers, and other volunteers if need be
- Manage service days with groups throughout the year
- Oversee intern program i.e. review applications, vet for suitability, conduct interviews, and assist with onboarding
- Available to work nights/weekends depending on volunteer & event schedules
- Maintain regular communication with Executive Director and other coordinators
- Cover other coordinators when necessary
- Assist in planning and organizing certain House of Mercy events throughout the year
- Participate in staff meetings as required

- Comply with the HOM established standards, policies, and rules of conduct for all employees and volunteers
- Other duties as assigned.

**Job Requirements:**

- College graduate or equivalent preferred
- Be in good physical health, and able to lift heavy objects (up to 50lbs)
- Excellent communication skills (written and Verbal)
- Well Organized
- Conflict resolution experience
- Good customer service and people skills
- Capable of managing conflict well
- Flexibility and willingness to grow
- Management and Volunteer experience
- Competency in Microsoft Word, Excel and Email
- Fluency in Spanish preferred

**Work Hours:** Full time, 40 hours/week