



VOLUNTEER AND COMMUNITY OUTREACH MANAGER JOB DESCRIPTION

Job Title: Volunteer and Community Outreach Manager
Department: Development & Major Gifts Department
Reports To: Chief Development Officer
FLSA Status: Exempt

Position Summary: Responsible for recruiting, interviewing, evaluating, training (includes volunteer orientations), scheduling, thanking, and managing individual and corporate volunteers as well as all volunteer projects for the agency. This position serves as the primary contact for all direct care volunteers and assists with public speaking, development, and special events.

Responsible for effective program coordination and implementation of the National Safe Place Program. This includes scheduling and speaking to Dallas County middle and high schools, recruiting and supporting Safe Place locations, responding to Safe Place calls, serving as liaison with corporate sponsors, school officials, Safe Place sites, and community agencies involved in supporting the program.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for identifying volunteer opportunities with Jonathan's Place staff
- Recruit volunteers using all possible outlets
- Plan and present all Volunteer Orientations
- Maintain an effective volunteer management system, including:
 - Monitoring compliance with all volunteer-related grants and agency contracts (Texas Department of Family & Protective Services); preparing necessary reports in a timely manner.
 - Ensuring volunteers trained and are in constant compliance of Jonathan's Place policy and procedures, along with all statutory regulations
 - Volunteer appreciation
 - Coordinating annual volunteer recognition event
- Coordinate and pick up in-kind goods donations
- Conduct National Safe Place youth pickups when needed
- Monitor compliance with National Safe Place Program
- Responsible for tracking and reporting monthly outcomes of National Safe Place Program
- Responsible for recruiting and supporting Safe Place sites
- Other duties as requested by CEO and Chief Development Officer

Competencies: To perform the job successfully, an individual should demonstrate the following.

Achievement Focus - Demonstrates persistence and overcomes obstacles. Measures self against standards of excellence. Recognizes and acts on opportunities. Sets and achieves challenging goals. Takes calculated risks to accomplish goals.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Managing Customer Focus - Develops new approaches to meeting customer needs. Establishes customer service standards. Monitors customer satisfaction. Promotes customer focus. Provides training in customer service delivery.

Managing People - Develops subordinates' skills and encourages growth. Includes subordinates in planning. Makes yourself available to subordinates. Provides direction and gains compliance. Provides regular performance feedback. Takes responsibility for subordinates' activities.

Planning and Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Problem Solving - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Minimum undergraduate degree and/or 3-5 years volunteer management or related experience

Language Ability:

Mathematical Ability:

Reasoning Ability:

- Ability to problem solve and work independently

Computer Skills:

- Working knowledge of Windows Suite, Internet, and Email software

Certificates and Licenses:

Supervisory Responsibilities: none

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be flexible to accommodate occasional evening and weekend events
- Moderate noise levels

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have reliable transportation
- Must be able to lift 25 lbs.
- Must be able to sit, use hands to finger, handle or feel, talk and hear
- Must have close vision