



Volunteer Program Manager Job Description

Job Summary

The Volunteer Program Manager is responsible for managing all volunteer supported family activities in the evenings and volunteer projects as needed on weekends. This includes project management and coordination, confirmation, and follow-up as needed.

This position is non-exempt.

Reporting Relationship

The Volunteer Program Manager shall report to the Chief Community Engagement Officer.

Essential Duties and Responsibilities

- Work a schedule of Monday-Fri 11am-7pm and/or Saturday or Sunday on an as needed basis. (Full Time)
- Communicate with staff on a regular basis in order to give proper instruction of the project needs for evenings and weekends.
- Assist with volunteer management and operations managers for the projects they will execute that week.
- Supervise and assist volunteers while onsite. Including orientation assistance, volunteer check-in and wrap up of projects.
- Manage event volunteer placement and assist in event support on an as needed basis throughout the year.
- Responsible for hosting monthly volunteer info sessions.
- Meal Program - Staff the nightly meal program with volunteers. Train volunteers to retrieve and deliver meals. Support the meal program as needed.
- Summer High School Program - Lead the annual High School Program each summer. Recruit students from local high schools. Plan curriculum to range the 6-week program.
- Report volunteer attendance and feedback about the projects to Family House staff.
- Assist in recruitment of volunteers to talk about the Family House mission to others at the house.
- Stay in regular contact with Family House staff. Notify Family House with any changes in project (cancellation, change of date, change in contact information, etc.) on the day of the project.
- Follow all Family House guidelines, policies, and procedures.

(Please note that management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).



QUALIFICATION REQUIREMENTS:

Education and/or Experience

High School Diploma required (Bachelor's degree preferred)

Skills

- Able to communicate effectively and possess good interpersonal skills, organizational skills and leadership qualities.
- Ability to be a team player.
- Proficiency in Microsoft Outlook, Salesforce, Word, and PowerPoint.

Competencies

- Must be committed to our mission and agree to be ambassadors of Family House.
- Ability to talk about Family House and its mission clearly with others.
- Resourceful and have a positive attitude.
- Demonstrate an ability to manage others and perform effectively in a changing environment.
- Have the ability to work successfully with a variety of people including patients, parents, board, staff, neighbors, and funders.
- Ability to develop relationships that inspire confidence, trust and respect while at Family House.
- Must attend outside trainings if applicable.

Employee Benefits

Family House offers a competitive, comprehensive benefits package including: healthcare benefits, flexible spending accounts, 403(b) plan with an employer match, accrued sick leave and vacation and disability coverage.

Equal Employment Opportunity

Family House Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information. Family House seeks candidates whose skills, personal and professional experience, have prepared them to contribute to our commitment to provide compassionate heartfelt care and hospitality to the families and team we serve.

Commitment to Diversity, Equity, and Inclusion

At Family House, we embrace the diverse backgrounds, cultures and experiences of every person that walks through our doors. We are committed to building an inclusive community, nurturing a culture that is welcoming and supportive, and engaging in dialogue that deepens our understanding of each other and our roles in strengthening our home and life for all.