



Volunteer Manager Job Description

Reports To: Executive Director, Matthews Help Center

FLSA Status: Full-time

Department: Volunteer Program

Hours per week: 40

Matthews HELP Center is a growing 501c3 non-profit service organization. For 45 years, the Center has provided crisis assistance to the Matthews community and surrounding area. Our mission is to provide short term crisis assistance to our neighbors in the Greater Matthews Community. Founded in 1979, we are proud to say that MHC is supported through the generosity of individuals, families, foundations, area churches, businesses and proceeds from our Backporch Treasures Thrift Shop.

www.matthewshelpcenter.org

The core values practiced daily by all staff is demonstrated by the word HELP.

HOPE as we serve as a bridge to a better quality of life; EMPATHY-we approach each interaction with kindness & compassion as we seek to understand the uniqueness of every situation; LOVE-we treat each other with respect, dignity, & listen without judgement; PARTNERSHIP-We engage with the community to empower our clients to overcome their current crisis and be better prepared for tomorrow.

Summary: Seeking a volunteer manager who is energetic and passionate about our mission and loves working with over 170 weekly volunteers, students, and groups. This person will be responsible for recruiting, training, and managing all volunteer functions within the organization to help strengthen public programs and to involve a community of supporters by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Develops, promotes, and maintains a wide range of volunteer opportunities within the organization.
- Recruits, interviews and trains volunteers
- Coordinates group activities with other organizations throughout the community.
- Reviews written reports and observes work activities of volunteers to evaluate performance in order to provide developmental feedback.
- Research and update volunteer policies and procedures
- Communicates to volunteers policies, procedures, and standards of volunteer service
- Develops volunteer programs and materials and oversees program budget

- Creates and coordinates volunteer engagement activities. Organizes and participates in volunteer appreciation and recognition programs and all other organizational activities that include volunteers.
- Ensures volunteers have a positive and rewarding experience
- Manages the volunteer database to reflect accurate records and provides timely statistical and activity reports on the volunteer program
- Works closely with the Backporch Treasures team to ensure volunteers are managed with a culture of care and respect.

Education level: College degree with HR experience is preferred. Candidate must have at least 2 years of management and leadership experience.

Pay commensurate with experience and education. Health, dental and vision benefits, Vacation and sick paid time off. MHC is an Equal Opportunity Employer and drug-free/smoke-free work environment.

Cover Letter & Resume required. Please send to sandra@matthewshelpcenter.org

Accepting applications until filled.