

Job Description: Volunteer Manager

Status: Full-time Exempt

Reports to: Director of Development

Currently Supervises: Volunteers

Schedule: Mon-Fri. | 8:30am – 5pm

Work Location: In person

Salary Range: \$42- \$45 K (Annual)

Our Mission

Lincoln Park Community Services (LPCS) brings communities together to empower individuals facing homelessness and poverty to secure stable housing and make sustainable life changes.

Job Summary

The Volunteer Manager oversees and is responsible for recruiting, onboarding, training, scheduling, stewarding, engaging, and retaining volunteers to support the fulfillment of various needs for the agency. The Volunteer Coordinator will be a collaborative, dynamic and organized professional with an ability to navigate a fast-paced environment and have a vision for departmental and organizational growth.

Responsibilities

Volunteer Onboarding & Training

- Recruit, Review and lead the process for new volunteer onboarding.
- Review update the volunteer orientation material and training process as needed while considering processes for different volunteer roles within the organization.
- Schedule and implement new volunteer orientations and training on a regular basis (monthly or quarterly based on need).
- Design and implement training of new opportunities when presented by program staff and/or other team members and partner with these team members to train new/established volunteers on new opportunities.
- Collaborate with staff teams, assess opportunities for volunteer onboarding and training at both shelter locations (Sedgwick and Fullerton)
- Work with the Program Team and Administration to schedule volunteers where needed.
- Responsible for updating and tracking required volunteer paperwork

Volunteer Management & Engagement

- Manage engagement protocols, establishing clear pathways for volunteers and roles for various LPCS staff.
- Flexible schedule to occasionally meet groups interested in participating on weekends.
- Maintain communication protocols with all volunteers (IE emails with program updates, organizational highlights, etc.)
- Overall responsibility for managing individual relationships with active and new volunteers in the areas of: Meal Service, Classes for guests, Special Events, Fundraising, and tracking Gifts in Kind donations.
- Managing Volunteer management software data entry (currently .
- Facilitate email correspondence, phone correspondence, and in-person correspondence as needed.
- Develop and implement a process for regular volunteer feedback via surveys, focus groups and other methodologies.
- Review and revise volunteer-taught class curriculums in partnership with the program's team. As appropriate
- Ensure critical volunteer roles are filled and identify opportunities to generate more volunteers as needed.
- Prepare monthly reports; ensure maintenance of up-to-date, accurate, and consistent volunteer data.
- Coordinate service days, special groups, and one-off service projects.
- Identify and support the cultivation of high-level volunteers to a donor pipeline to Development Team leaders.
- Work with Volunteer groups who wish to create fundraising opportunities for LPCS

Communications

- Facilitate daily, timely communication with volunteers and staff via email and phone to ensure changes with scheduled volunteers are updated and if possible, fill as needed.
- Collaborate with the Development team on the following: Development of the monthly volunteer and community partner e-newsletter
- Management of online volunteer listings and identification of communication streams for volunteer promotions
- Partner with Communications/Marketing coordinator to develop and implement a social media strategy (Facebook, Instagram, LinkedIn, Twitter and others) to engage the community and increase the number of volunteers.
- Complete volunteer stewardship efforts such as thank you notes or volunteer spotlights.

Special Events

- Lead the planning and execution of volunteer events such as the Annual Appreciation Party and Volunteer & Community Partner Awards
- Play a significant role to support fundraisers and events by assisting with logistics, in-kind donation solicitation and acquisition, and promotions.
- Recruit active volunteers to assist with the annual Gala and an Associate Board event.
- Staff special events with Development team as needed.

Administration

- Adhere to all agency policies.
- Attend scheduled staff, supervision, and team meetings.
- Prepare reports for the Board of Directors, CEO, grants, or record keeping purposes as needed.
- Work collaboratively with other departments and colleagues.
- Serve as a champion for LPCS mission.

Qualifications

- Bachelor's degree or equivalent experience required; Master's degree preferred but not required.
- Minimum 3-5 years of experience with volunteers
- Experience in Development, Marketing and Communications with increasing responsibility and success.
- Supervisory and team management experience preferred
- Familiarity with corporations and businesses to approach for volunteer recruiting in Chicago preferred
- Proven track record of successful stakeholder engagement in nonprofit, public, or civic setting.
- Experience of having expanded and cultivated existing donor and volunteer relationships over time.
- Superior management skills; ability to influence and engage direct and indirect reports and peers.
- Strong written, oral, interpersonal, and persuasive presentation skills.
- CRM/volunteer database management preferred.
- Commitment to improving the life experience and outcomes for our neighbors experiencing homelessness.
- Excellent judgment and creative problem-solving skills; self-reliant and results oriented.
- Interest in and ability to contribute to an environment of inclusion and belonging.

Equal Employment Opportunity Statement

Lincoln Park Community Services (LPCS) is an equal opportunity employer. LPCS does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

Other Considerations

NOTE: *This job description is not intended to be all inclusive and employees may perform other duties as assigned.*

Benefits

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance