

## Volunteer Services Manager

Reports To: Director of Programs

Classification: Full Time

Supervises: Volunteer Services Coordinator

### **Position Summary:**

The Volunteer Services Manager is responsible for recruiting volunteers to support Sussex County Habitat for Humanity's impact and future growth, developing volunteer leadership and training opportunities and establishing evaluation tools to measure impact and program effectiveness.

### **Primary Responsibilities:**

#### ***Volunteer Management:***

- Provide direct leadership to the Volunteer Services Coordinator who will assist with volunteer recruitment and retention.
- Collaborate with SCHFH's senior leadership team to determine volunteer needs throughout the organization.
- Engage with volunteer experts nationwide to understand best practices in Volunteer Services and implement practices at SCHFH.
- Develop appropriate volunteer training programs for staff and volunteer leaders to advance SCHFH's goals to engage more people.
- Share information regarding volunteerism with staff, colleagues, communities and grantors as needed.
- Oversee all volunteer data and tracking systems (Volunteer Hub, Survey Monkey, HFHI member portals, etc.).
- Manage volunteer program budgets to achieve annual goals set by the organization.
- Coordinate host-site responsibilities for visiting groups and summer mission teams (housing facilities, advocacy discussions, safety debriefings, etc.).
- Cultivate relationships with local businesses, faith groups, colleges, and national service organizations to ensure maximum recruitment and retention efforts.

#### ***Volunteer Recruitment:***

- Develop and implement various outreach strategies to recruit volunteers and interns as needed for organizational support and future growth.
- Communicate with Habitat for Humanity International (HFHI) regarding Collegiate Challenge opportunities and recruitment strategies.
- Determine the need for National Civilian Community Corps (NCCC) teams and submitting applications and recruiting where appropriate.
- Engage in public speaking events with local organizations and participate in community fairs/activities in Habitat communities.

- Identify new construction leaders and grow the pool of Crew, Site, and House Leaders.
- Serve as liaison for partnership builds (i.e. Veterans Build, Women Build, Pride Build, Theme Builds and Corporate Builds).
- Organize annual build days with SCHFH staff and Board of Directors.

***Volunteer Retention:***

- Evaluate volunteer and intern experiences to ensure continual learning and improvement of programs.
- Develop and implement annual volunteer recognition programming (i.e. “Volunteer of the Month” profiles on website, incentives for milestone completion, award nominations, annual volunteer appreciation event, etc.).
- Maintain effective communication with active volunteer pools to ensure continual volunteer engagement and growth each year.
- Communicate with SCHFH staff to learn additional ways to retain volunteers and enhance the volunteer experience.

**Knowledge, Skills and Abilities:**

- Bachelor’s degree in related field or equivalent work experience required.
- Four years of leadership experience required.
- Bi-lingual in English and Spanish preferred.
- Desire to work as part of a team and willingness to promote the principles and views of Habitat for Humanity.
- Desire to contribute to a culture which embraces diversity, equity and inclusion.
- Ability to lead, train, supervise and empower staff and volunteers from diverse backgrounds with varying degrees of experience.
- Excellent communication and presentation skills, both written and verbal.
- Exhibits strong listening and evaluation skills to ensure program success.
- Self-motivated, ability to work independently with limited supervision, willing to handle concurrent tasks and make appropriate judgments and decisions.
- Demonstrates excellent interpersonal skills to establish, build, and maintain effective working relationships with colleagues, donors, community partners and volunteers.
- Strong project management, time management, problem solving and analytical skills.
- Experience overseeing budget approval processes.
- Proficiencies in Microsoft Office, G Suite, Zoom, Canva, etc.

**Work Environment / Physical Requirements:**

- Evaluation at 90 days, 1 year and annually thereafter.
- Job will balance between work in the community and administrative work in the office.
- Need to be able to stand for long periods of time and lift at least 25-50 lbs.
- Must have dependable transportation, a valid driver’s license and a good driving record.
- Normal work week is Monday - Friday with occasional Saturday and evening activities.

- Normal 8 hour shifts will fall between 9AM – 5PM. Availability outside the normal hours is a must during emergency situations or welcoming volunteer groups upon arrival outside of normal business hours.

**How to Apply:**

- To apply, email your cover letter and resume to [apply@sussexcountyhabitat.org](mailto:apply@sussexcountyhabitat.org)
- Visit our website at [www.sussexcountyhabitat.org](http://www.sussexcountyhabitat.org) for additional career opportunities.