

Position Title: **Volunteer Manager**

Direct Supervisor: Outreach and Prevention Coordinator

Full-time Position

## **I. GENERAL DESCRIPTION**

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The Volunteer Manager will be responsible for the planning, organizing, directing, and controlling of the volunteer program. The Volunteer Manager will assess all program areas that could be staffed by volunteers as well as provide or oversee orientation for all volunteer activities. This position is supervised by the Outreach and Prevention Coordinator, supervises program interns and relief staff, is part of the Shelter On-Call team, and works both independently and collaboratively towards the mission and vision of the organization.

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## **II. MUTUAL RESPONSIBILITIES**

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- A. Conduct all employment related responsibilities in accordance with the Mission, Vision, and Guiding Principles of, and as directed by the policies and procedures outlined by the WRC.
  - B. Ensure continuity of services by sharing On-Call and Crisis Hotline responsibilities as assigned.
  - C. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate clearly and timely issues of performance with supervisor.
  - D. Coordinate and participate in day-to-day Shelter Operations to include Hotline coverage, room turnover, resident services, and other operations assistance as needed and assigned.
  - E. Carry out other duties as assigned by direct supervisor or the Executive Director.
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## **III. JOB RESPONSIBILITIES**

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### **A. Coordinate the Volunteer Program**

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1. Coordinate all aspects of the Volunteer Program.
  2. Establish goals for Volunteer Program each fiscal year.
  3. Recruit new volunteers through individual and group contacts, and by developing public relations and recruitment materials.
  4. Provide or arrange for appropriate in-service training and technical assistance for hotline staff and volunteers as needed.
  5. Assess and evaluate the Volunteer Program on an ongoing basis including annual review of the program guidelines and protocols.
  6. Maintain up-to-date job descriptions for each volunteer.
  7. Recognize volunteer achievements formally and informally.
  8. Develop and utilize an ongoing needs assessment to assist the agency in determining the realistic jobs that volunteers can fill.
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### **B. Supervision of Volunteer Program**

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1. Screen and interview prospective volunteers.
2. Screen and interview part-time Relief Staff.
3. Directly supervises volunteers, interns, and Relief Staff working in the Hotline.
4. Match volunteer skills with agency needs by referring volunteers to specific WRC programs as suits the volunteer's goals and strengths.
5. Supervise and evaluate all active volunteers, formally and informally.
6. Provide weekly supervision for assigned intern and field placement students.

*Volunteer Manager*

*March 2026*

7. Provide volunteer evaluation as needed to meet school or other requirements.
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#### C. Coordinate Training

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1. Plan, schedule, implement, and evaluate Crisis Intervention training program.
  2. Maintain up-to-date training materials for Crisis Intervention training program and necessary in-services.
  3. Coordinate on-the-job training for all volunteers.
  4. Develop, schedule, and provide staff orientation regarding how to work effectively with volunteers.
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#### D. Staff – Volunteer Relationship

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1. Assess staff receptivity and build effective staff-volunteer relations.
  2. Implement a communication system to encourage positive staff and volunteer relationships.
  3. Supervise all direct service volunteer functions, social events, and special activities.
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#### E. Shelter Coordination

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1. Facilitate ongoing hotline scheduling including supervision of paid hotline advocates/overnight substitutes.
  2. Assess, evaluate, and provide necessary guidance to staff and volunteers with regard to hotline clients.
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#### F. Grants Management

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1. Review relevant workplan(s) with Executive Director annually.
  2. Ensure ongoing implementation and evaluation of workplan(s).
  3. Complete and submit regular grant reports as directed.
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#### G. Program Reporting System

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1. Maintain files and records for active and inactive volunteers.
  2. Keep monthly statistics for volunteer program.
  3. Maintain appropriate records and statistical information.
  4. Ensure that service data is entered into Vadata weekly.
  5. Collect ongoing program statistics and report to Executive Director monthly.
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#### IV. QUALIFICATIONS

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- A. Bachelor's degree in human services related field required with two years of related experience and one year of supervision experience.
  - B. Must understand the issues of sexual and domestic violence.
  - C. Ability to provide leadership and program management.
  - D. Ability to work independently.
  - E. Ability to provide crisis intervention.
  - F. Ability to utilize computer programs including word-processing and spreadsheets.
  - G. Ability to deliver WRC services in a culturally sensitive manner.
  - H. Ability to remain patient, calm, and professional when working in crisis situations.
  - I. Ability to lift and move shelter supplies up to 20 pounds and go up/down stairs.
  - J. Ability to work some evening, weekend, and holiday hours.
  - K. Driving is an essential function of this position. Must have reliable transportation, valid driver's license, and be insurable through the WRC's insurance policy.
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#### **Certification of receipt of this job description**

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

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Executive Director Signature \_\_\_\_\_ Date \_\_\_\_\_