



LifeHouse Manager of Volunteer Services

Job Description

Job Title: Manager of Volunteer Services

Location: Administrative Office; South Campus and Third Ward Campus and off-site as necessary

Department: Marketing and Development

Job Status: Full Time – Approximately 40 hours per week

Reports To: Chief Operating Officer

Supervises: Volunteers

Job Summary: To leverage volunteer resources so that LifeHouse receives the maximum benefit and volunteers are enriched by their experience.

Education: College degree or equivalent work experience. Experience in volunteer program management required.

Skills & Experience: Demonstrated successful leadership abilities in working with diverse individuals and groups. Excellent verbal and written communication skills. Proficient organization and presentation skills. Ability to work independently and as a team member. Excellent time management and ability to prioritize. Ability to work on multiple projects at once. Detail oriented, yet able to see larger picture. Computer skills. Valid driver's license with acceptable driving record and current liability insurance. Personal vehicle to use for transportation between facilities and occasionally to locations outside of LifeHouse.

Job Responsibilities:

- Develop, plan and facilitate one-time and ongoing classes/projects/events for individual volunteers and groups in a manner that encourages continued community partnership with the LifeHouse ministry; expands or enhances the programs and services offered to LifeHouse residents and LifeLine; assists staff; and advance the achievement of LifeHouse ministry goals.
- Coordinate any publicity, photo ops, media, social media, VIPs, speaker requests with Development, and Program Directors.
- Maintain accurate notes and records including volunteer hours in the Donor Perfect database.

- Recruit volunteers for special projects/events from the database, community and staff suggestions.
 - Act as the staff liaison for the Hospitality and Prayer Committee.
 - Assess the interests, experience, skill level, and availability of volunteers to determine which placement opportunities are the best fit for both volunteers and LifeHouse.
 - Promote donation drives as a meaningful opportunity for volunteer engagement and remain updated on the in-kind needs of the ministry.
 - Conduct volunteer orientations. Thoroughly discuss volunteer guidelines and policies so that prospective volunteers leave with a clear understanding of expectations and the required commitment.
 - Represent the LifeHouse ministry at campus when necessary. Work out logistics with housemothers as necessary.
 - Assess staff requests for volunteers and suggest any modifications that would make requests more attractive to prospective volunteers. Utilize creative marketing/advertising methods to attract and recruit community members.
 - Represent LifeHouse at offsite events such as church mission fairs and community service fairs.
 - Supervise the Young Professionals Board and coordinate all Young Professionals events with board, Director of Development and Chief Executive Officer
 - Other duties as assigned.
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Equipment Used: Telephone, copier, computer, other office equipment, vehicles, dolly.

Work Environment: Normal office environment. Some assignments may require working at other LifeHouse facilities or locations outside of LifeHouse. Typical work schedule is Monday through Friday. Work schedule may be subject to change to meet the business needs of the LifeHouse ministry, including weekends and evenings. Business casual dress during office hours and appropriate casual work attire for volunteer projects.

Relations with Others: Constant verbal, written and face-to-face contact with staff, volunteers, donors and visitors. Limited resident contact. Ability to work independently, work with a team and work with large groups.

Physical Requirements: Ability to walk, stand, climb stairs, sit, bend and stoop. Some carrying or lifting (up to 20 pounds) is required. Position requires ability to see, read, write, hear and speak clearly in order to communicate with staff, volunteers, donors, clients and visitors.

Mental Requirements: Ability to organize, analyze and process information related to the volunteer program of LifeHouse and its mission. Must possess excellent judgment, flexibility, and ability to set priorities and problem solve in a multi-task environment. Must possess excellent verbal and written communication skills.

Other: Able to support through word and action the LifeHouse "Christ-centered" Mission statement and the ministry's core values.

The above job description is intended to describe the general nature and level of work being performed by an employee in this position. They are not intended to be an exhaustive list of all duties, responsibilities and qualifications of an employee assigned to this job.