



# LIFEHOUSE

## Volunteer Manager Job Description

**Mission Statement:** LifeHouse is a Christ-centered ministry ensuring life for unborn children by providing opportunities for housing, help, and hope for young women during their pregnancies and beyond.

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| <b>Job Title:</b>  | Volunteer Manager  |
| <b>Location:</b>   | Administrative Office; South Campus; Off-site as necessary |
| <b>Department:</b> | Marketing and Development                                  |
| <b>Job Status:</b> | Full Time – Approximately 40 hours per week                |
| <b>Reports To:</b> | Executive Director   |
| <b>Supervises:</b> | Volunteers   |

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**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 preferred.

**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.

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**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; expand or enhance the programs and services offered to LifeHouse residents and alumnae; assist staff; and advance the achievement of the LifeHouse ministry goals.
  - Assess the interests, experience, skill level, and availability of volunteers to determine which placement opportunities are the best fit for both volunteers and LifeHouse.
  - Conduct all volunteer orientations and trainings. Thoroughly discuss volunteer guidelines and policies so that prospective volunteers leave with a clear understanding of expectations and the required commitment. Effectively train volunteers on trauma informed care.
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- Maintain accurate notes and records including volunteer hours in the Donor Perfect database.
  - Recruit volunteers for special projects/events from the database, church partners, and the local community.
  - Act as the staff liaison for the Prayer and Hospitality Committee.
  - Remain updated on the in-kind needs of the ministry. Oversee the scheduling, receiving and processing of all in-kind donation items. Accurately record all in-kind items donated to the ministry.
  - 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 missions fairs and community service fairs.
  - Maintain regular communication with all LifeHouse church partners. Consider various opportunities to present to church partners to allow members of their congregation to support LifeHouse.
  - Meet with prospective church partners and represent LifeHouse to community and church members interested in learning more about the ministry. Be available to provide tours to church partners and supporters.
  - Co-supervise the Young Professionals Board and help coordinate all Young Professionals Board meetings and events.
  - 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 the LifeHouse “Christ-centered” mission statement and the ministry’s core values through word and action.

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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.