



## **JOB DESCRIPTION**

**Position:** Manager of Volunteer Initiatives (full-time, permanent or temporary)  
**Reports to:** Director of Volunteer Initiatives  
**Last Updated:** December 2018

### **DESCRIPTION**

Hope for New York (HFNY) mobilizes volunteer and financial resources to organizations serving the poor and marginalized in New York City. Our vision is a city in which individuals and communities experience spiritual, personal, social and economic well-being through the demonstration of Christ's love.

The Manager of Volunteer Initiatives mobilizes volunteers from HFNY partner churches to serve nonprofit affiliates throughout NYC. The Volunteer Initiatives Team works closely with the Church and Community Engagement team to implement strategy for and engagement with HFNY's partner churches to recruit volunteers and develop leaders to serve. They also work closely with the Affiliate Development team to develop volunteer programs and match volunteer resources with the needs of the affiliates.

### **PRIMARY RESPONSIBILITIES**

#### Volunteer Recruitment and Engagement

- Recruit volunteers from HFNY partner churches by collaborating with the Church and Community Engagement team and cultivating relationships with church staff and lay leaders
- Work (under direction and coordination with Church and Community Engagement team and program team) with congregational Church staff to create and work towards fulfilling shared goals related to mercy and justice
- Write and communicate volunteer needs through various channels - HFNY website, Urgent Needs email list, church partner communications channels
- Plan and execute recruitment events to engage prospective volunteers at HFNY partner churches (volunteer fairs, info sessions, trainings)
- Track and analyze HFNY's volunteer hours and engagement using Salesforce; monitor ongoing Salesforce reports to analyze fulfillment of annual goals
- Create metrics around church and volunteer engagement goals to more effectively share narrative and data points related to how the HFNY partnership has propelled further church engagement around mercy and justice
- Respond to daily volunteer inquiries to ensure successful placements for individuals and groups at HFNY affiliates
- Create and manage volunteer opportunities and registrations on the HFNY website
- Prepare annual Volunteer Impact Grant process with HFNY leaders and HFNY staff
- Process all reimbursement requests from approved Volunteer Impact Grant

#### Leadership Development

- Develop and conduct volunteer and leadership trainings, awareness-raising workshops, and community-building events throughout the year to foster movement along volunteer continuum (crawl, walk, run)



- Lead communication of and fulfillment of HFNY leader-related needs through HFNY partner church networks
- Recruit, support, develop, and manage relationships with volunteer leaders (HFNY Reps, Team Leaders, His Toy Store Committees, Don't Walk By Team Leaders)
- Conduct weekly and monthly email and other communications to HFNY leaders
- On-board and train potential HFNY leaders
- Work closely with the Affiliate Development Managers (and other program staff, as appropriate) to effectively connect team leaders with the needs of HFNY affiliates (and potentially other partners as HFNY grows and expands our partnership model)

#### Volunteer Program Development

- Mobilize volunteer resources to strengthen the work of HFNY affiliates
- Working closely with the Affiliate Development Team, the Volunteer Initiatives Team will:
  - identify current program and client needs that HFNY volunteers can engage with
  - work with the affiliate staff to identify new ways volunteers can serve them and develop programs and events accordingly
- Plan and implement ongoing and pilot volunteer programs, as well as seasonal and other special events with affiliates (Thanksgiving, Christmas)
- Collect feedback from volunteers and affiliate staff to assess the quality and effectiveness of volunteer programs

#### **JOB QUALIFICATIONS**

- 5-7 years in volunteer management, nonprofit work, business development, administrative role or church staff experience
- Excellent interpersonal and relational skills
- Demonstrated leadership, motivational and coaching skills
- Strong verbal (including public speaking) and writing skills
- Familiarity with New York City's nonprofit sector and faith-based community
- Self-starter, quick learner, diligent worker; able to work independently with minimal oversight
- Thrives under pressure and takes on difficult challenges
- Resourceful and strategic problem-solving ability
- Effectively explains and interprets organizational policies and procedures
- Strong collaborator; demonstrated ability to work with effectively individually and as part of a team
- Ensures consistent and effective follow up with internal and external stakeholders
- Must-have positive and humble attitude; flexible and adaptable; open to feedback
- Proficient in G Suite (Google applications)
- Experience working with databases – (Salesforce preferred)
- Deep commitment to serving the poor and marginalized
- Bachelor's degree

#### **DISCLAIMER**

The preceding job description has been designed to describe the general nature and level of work performed by employee within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the employee(s) assigned to this job. Other duties may be added, or this job description amended at any time.



To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause an undue hardship on Hope for New York's business operations.

Employment at Hope for New York is at-will, which means that either the employee or Hope for New York can terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this Job Description should be construed to diminish the at-will employment relationship in any manner.