



JOB DESCRIPTION

Position: Manager, Volunteer Mobilization

Reports to: Director of Mobilization and Generosity

Status: Full-time

Classification: Exempt

Last updated: August 2021

ABOUT HFNY

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.

HFNY focuses on expanding and deepening partnerships with faith-based nonprofits in NYC (our affiliates) through financial support, volunteer mobilization, capacity building, and collaborative networks. These efforts resource and strengthen HFNY's affiliates with the goal that they are thriving and effective, as measured by incorporation of nonprofit best practices, so that the greatest number of the poor and marginalized in NYC can experience holistic flourishing.

ABOUT THE ROLE

The Mobilization Team at HFNY is committed to mobilizing volunteers, donors and churches to give and serve generously towards HFNY and our affiliates in order to further strengthen our impact in New York City. Our goal is to identify, cultivate and retain volunteer, donor and institutional relationships (churches, foundations and corporations). We primarily do this work through individual and institutional relationships. We define success and identify metrics to evaluate internally and communicate externally.

The Manager, Volunteer Mobilization is a key member of the Mobilization team at Hope for New York, reporting to the Director of Mobilization and Generosity. The Manager, Volunteer Mobilization will 1) design and implement an effective and sustainable volunteer mobilization strategy towards serving HFNY affiliates, 2) build, maintain, and cultivate strong relationships with volunteer leaders, Hope for New York's partner churches, and corporate partners to grow and strengthen volunteer mobilization, and 3) work collaboratively with other HFNY staff to advance volunteer engagement efforts, set goals and priorities, and report on volunteer mobilization.

PRIMARY RESPONSIBILITIES

Engagement and Mobilization

- Work with NYC churches, faith-based organizations, and Christian community to mobilize volunteers to radically and sacrificially serve the poor and marginalized
- Develop, cultivate, sustain and grow volunteer engagement with individuals, churches, community groups and corporations to align with organization's volunteer mobilization goals.
- Develop strategy for volunteer mobilization campaigns and events across all Mobilization Team initiatives
- Oversee volunteer recruitment for all City-Wide initiatives (Don't Walk By, His Toy Store and other initiatives)



- Develop volunteer recruitment for advancement activities (Spring Benefit, Fall Benefit, Community Grants Circle, etc.)
- Help to develop strategy and mutual expectations/goals for church partners in accordance with Mobilization Team and organization-wide objectives (volunteering and giving)
- Plan HFNY Sundays, collaborate on mercy and justice awareness events, and other church mobilization initiatives
- Identify speaking engagements at churches and other faith-based events to inspire and motivate people to serve sacrificially with their time and resources
- Help to create and send urgent volunteer needs newsletter

External Relationship Management

- Maintain and develop relationships with key volunteer stakeholder groups (volunteer mobilizers, key volunteer committees, leaders at churches, corporate volunteer groups, etc.)
- Regularly meet with appropriate church partner staff, volunteer mobilizers and other key volunteers to strengthen relationships, set strategic priorities for partnership, and cast vision for church engagement as it relates to volunteerism
- Identify, cultivate and onboard new volunteer leaders for mobilization
- Initiate, manage, and implement any volunteer recognition/appreciation efforts.

Internal Management and Program Development

- Help develop and implement strategy for volunteer mobilization (recruit, cultivate and retain volunteers) across the organization
- Work with Communications to share volunteer and development needs appropriately
- Contribute to development of team goals in accordance with Mobilization Team and organization-wide strategy
- Help to determine and execute strategy for church partnership engagement (giving and volunteers) in accordance with Mobilization Team strategy
- Liaise with Manager of Volunteer Programs to communicate volunteer needs
- Help to define and evaluate volunteer engagement reports
- Responsible for tracking and maintaining volunteer data in Salesforce with support from Operations Team
- Regularly scheduled project planning meetings to make progress and align on various initiatives

JOB QUALIFICATIONS

- Deep commitment to serving the poor and marginalized
- 4+ years of work experience with demonstrated volunteer management and/or corporate social responsibility experience
- Strong project management skills; ability to self-drive/take initiative with little guidance
- Strong oral and written communication skills
- Familiarity with Google Suite, Asana, Salesforce, Pardot preferred
- 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 preferred
- Thrives under pressure and takes on difficult challenges
- Resourceful and strategic problem-solving ability



- 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
- Bachelor's degree

OUR CORE VALUES

- **Collaboration** - We work better when we work together. We encourage teamwork, we share goals, and we learn from each other.
- **Excellence** - We are entrusted to do important work so we strive to do our best. We are stewards of the gifts, talents, and resources we have as individuals and as an organization.
- **Growth** - Everyone on our team has been given unique gifts and talents to offer. We are committed to providing opportunities to learn and grow so we can flourish.
- **Passion** - We have Kingdom ambition to catalyze Kingdom renewal. We set big goals because we want to make the biggest impact we can for the poor & marginalized in NYC.
- **Respect** - We share our ideas and listen to the ideas of others. We communicate with humility, candor, respect, and encouragement.
- **Joy** - We nurture a community where there is meaningful work, celebration, appreciation and recognition.

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.