



Job Description

Job Title: Volunteer Connections Manager
Responsible to: Vice President of Community Development
Responsibilities: Volunteer Connections Manager is responsible for the programming and operations of the Volunteer Connections Programs.

Provide programming and operations for the Volunteer Connections Program in the Sioux Empire

1. Serve as a clearinghouse for volunteer referrals.
 - a. Build and maintain a comprehensive and accurate database of opportunities. This includes recruiting new agencies and new opportunities, updating the database and related website, and training agencies on the use of the database. This also includes providing volunteers technical support and training on database use.
 - b. Connect individuals, groups and businesses with volunteer opportunities in person and through the 211 phone line.
 - c. Promote volunteer opportunities through weekly texting, media releases and emails. Recruit volunteers to receive texts and emails. Promote volunteerism at volunteer fairs and community events.
2. Provide consultation and support to community agency volunteer managers.
 - a. Provide training opportunities to enhance volunteerism and volunteer management.
 - b. Provide consultation and serve as a resource for volunteer managers.
 - c. Develop quarterly newsletter for volunteer managers, communicating events, research and educational information about volunteerism.
3. Serve as a community resource and advocate for volunteer issues. Network with agencies, organizations, media and businesses to promote volunteerism and Helpline Center programs.
4. Coordinate all aspects of the Spirit of Volunteerism Awards, Volunteer of the Month celebrations and Volunteer NOW projects.
5. Work with city, county, state disaster and VOAD agencies to aid in disaster relief.
 - a. Complete FEMA Trainings to be certified to be in the EOC.
 - b. Attend EOC, COAD and VOAD meetings as needed.
 - c. Manage disasters when called upon from onsite location communicating to the 211 Helpline needed information.
 - d. Lead the unaffiliated volunteer center in the time of a disaster.

Provide programming and operations of the RSVP project

1. Provide administrative oversight of RSVP project to ensure compliance with terms and conditions of the federal grant and applicable federal regulations.
2. Plan annual program goals and objectives that ensure that volunteers are placed in outcome-based assignments with measurable results designed to meet critical community needs while offering meaningful opportunities for the volunteers to serve their community.

3. Prepare newsletters and media materials, serve on community councils and committees and host volunteer recognition events.
4. Work closely with RSVP Community Advisory Group, soliciting their advice and assistance on matters affecting project operation.

Provide guidance and supervision for the Volunteer Connections Team

1. Oversee SALSA Specialist, Brookings Volunteer Connections Specialist, and Black Hills Program Coordinator, including hiring, supervising, and reviewing of performance. When required, institutes disciplinary action and recommends termination, in conjunction with Vice President of Community Development.
2. Provide guidance in program development and the implementation of program goals. Provide leadership and motivation to staff in developing a program that will build a comprehensive network for connecting volunteers and supporting nonprofits.
3. Oversees staff adherence to required procedures to ensure that basic competencies are maintained.
4. Assists with direct coverage, as appropriate and necessary, in absence of staff.

Provide reporting of the Volunteer Connections Programs and operate within budget.

1. Provide operations within budgetary restraints and assist with reports and presentations for funding opportunities.
2. Submit required reports, communications, and documents to the Vice President of Community Development.

Assist with fund development to sustain the Volunteer Connections Program.

1. Support fund development efforts as needed, including writing grants and cultivating and expanding sponsorship development and fulfillment for Volunteer Connections events and programs such as Volunteer of the Month, Volunteer NOW, and Spirit of Volunteerism Awards.

Direct the Helpline Center's internal Volunteer Program.

1. Collaborate, support development of, and carry out strategic planning for use of volunteer's agency-wide at the Helpline Center.
2. Maintain appropriate records on volunteers including documentation of services, hours served, commendations, disciplinary actions, reviews, etc.

Additional Duties

1. At times staff will be required to perform additional duties beyond those specified.

Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency and demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
4. Develop professional and personal growth through opportunities and involvement.

Qualifications: Bachelor's degree. Experience with social service agencies/community services/volunteer organizations desired. Demonstrated skills in written and verbal communication

along with excellent interpersonal skills. Excellent initiative, organizational skills, flexibility and desire to assist people. Ability to supervise staff and volunteers. Computer literate. Offers of employment contingent upon acceptable criminal background check.

Hours: Exempt FT, 8 a.m. to 5 p.m. Monday - Friday, or as required.

Updated: 10/12/2021

Interested candidates may submit a cover letter and resume to susie@helplinecenter.org.