



VOLUNTEER PROGRAMS MANAGER

JOB DESCRIPTION:

The Volunteer Program Manager reports to the Director of Operations and Programs and works closely with the Director of Programs & Equity. The Volunteer Program Manager is responsible for all volunteers' recruitment, onboarding, training, and appreciation. This position will ensure a robust corps of volunteers across the organization, providing quality services and exceptional experience. The successful candidate will demonstrate excellent organization, communication, and time management skills to ensure the smooth and consistent execution of the volunteer program.

RESPONSIBILITIES:

1. Recruiting volunteers to meet the organization's needs across the service region.
2. Onboarding and training volunteers to meet necessary health and safety standards and ensure a quality experience for our guests.
3. On-going support, coaching, and management of volunteers to maximize their impact and ensure a meaningful experience.
4. Management and execution of volunteer recognition throughout the year, including an annual recognition event, to promote the experience and demonstrate appreciation.
5. Timely recording and reporting of required training, attendance, and oversight documentation.
6. Keep detailed reporting of volunteers, volunteer hours, and volunteer program inventory.
7. Being at pantries, drive-thrus, and mobile distributions on a regular basis.
8. Ensures all required health and safety standards are practiced by all volunteers.
9. Provides oversight and direction of volunteers to ensure compliance with site-specific standard operating procedures.
10. Effective and efficient scheduling of volunteers to meet organizational needs.
11. Works collegially with LIFT-UP staff, volunteers, guests, and partners.
12. Ability to supervise, manage, and lead in alignment with the organization's values.
13. Other duties as assigned.

QUALIFICATIONS:

- Have a shared commitment and passion for fulfilling the mission of LIFT-UP.
- Knowledge of and commitment to diversity, equity, and inclusion.
- Demonstrate a clear understanding of volunteer program process and procedures to ensure safe, efficient, and effective execution of standard operating procedures.
- Ability to budget, forecast, and plan for volunteer program needs.
- Bring a strong customer service orientation and unparalleled commitment to excellence with volunteers, clients, and community partners.
- Competence in electronic data entry, mathematical calculations, and information management, as well as the ability to analyze data for the purpose of cost containment, program monitoring, and improvement.
- Be comfortable working in a small but mighty organization.
- Valid Colorado State Driver's license and ability to be insured.

JOB INFORMATION:

Type: Full-Time

Pay Range: \$38,000-\$55,000

Benefits: Paid time off | Sick leave | Health Insurance | Retirement plan