



We build strength, stability,
and self-reliance through shelter.

Habitat For Humanity Greater Cincinnati

Position: Volunteer Program Manager
Type: Full-time, exempt
Manages Others: Yes
Reports To: Faith, Community, Advocacy Officer

Position Summary

The Volunteer Program Manager is responsible for creating, implementing, and evaluating strategies that significantly increase volunteer participation in support of Habitat's mission and strategic plan.

This position is responsible for building rapport and growing relationships with volunteers as well as collaborating with Development, Construction, and ReStore to meet the agency's volunteer needs is critical to this role. Responsible for the recruitment of new volunteers, while providing stewardship and recognition to all existing volunteers. The role includes supervising the Volunteer Coordinator, interns, and volunteers.

Responsibilities also include planning and executing our signature event - Rock The Block, a community-wide volunteer day completing home preservation and neighborhood revitalization projects.

Position Responsibilities

Volunteers

1. Create and implement a strategic plan for volunteer engagement that directly feeds into HFHGC's overall strategic plan goals.
2. Develop stewardship, recognition, retention, and evaluation strategies to sustain a growing portfolio of active volunteers that support Habitat's need for volunteers in home building, repairs, ReStore, Rock The Block, office, and other programs.
3. Coordinate scheduling and work closely with all appropriate staff members to ensure partners are informed about volunteer opportunities and enjoy their on-site experience. Create a plan to ensure that Construction and Operations staff have training and support that ensures accurate data collection and the best volunteer experience possible.
4. Continuously monitor, follow up and seek feedback and evaluation from volunteers, staff, and partners. Track trends in volunteering that may affect our program and make recommendations to Leadership Team. Create plan for data tracking and reporting that measures success in recruiting and scheduling volunteers to HFHGC's operating needs.
5. Collaborate with other Development staff on strategy for faith and corporate partner volunteer engagement.
6. Work with ReStore Director to create and implement a plan to increase volunteer utilization in the ReStore.
7. Provide leadership to groups that provide service learning, funding, and volunteer pipeline opportunities, including five local campus chapters and Habitat Young Professionals.

8. Develop relationships with relevant community organizations and volunteer coalitions to expand the capacity of the volunteer programs and drive HFHGC's current and future program strategy.
9. Develop and maintain regular communication tools with volunteer partners and work with the Development Department to create and maintain recruitment materials and tools.
10. Plan and coordinate volunteer events, recognition ceremonies, fairs, team builds, and specialty build days in collaboration with other Development staff.
11. Complete volunteer recognition and award applications.
12. Serve as spokesperson for volunteer events and other speaking engagements. Participate with other staff in planning and conducting site ceremonies for Habitat builds.
13. Travel within nine-county service area to visit volunteers, make presentations, and staff volunteer recruitment events.
14. Meet annual performance goals.

Rock The Block Event

1. Plan, organize, manage, and execute Rock The Block (2x/year) from start to completion.
2. Prepare and manage budget (income and expenses) and work plan (timeline and deliverables).
3. Recruit and train volunteer leaders, AmeriCorps team, and committee members to assist in event production and execution.
4. Build and maintain strong partnerships with community-based organizations and community leaders.
5. Collaborate with Repair Program, Construction Teams, and key volunteers on home preservation project scopes, material needs/material management, waste/recycling management, etc.
6. Collaborate with Volunteer Coordinator to implement strategies for volunteer recruitment, onboarding, and retention of volunteers.
7. Work with the Development Team on fundraising strategies, including sponsorships and identifying and soliciting prospects for in-kind donations.
8. Support the Development Team in developing applicable proposals and compiling relevant information for reports to funders.
9. Work with Marketing & Communications Team on the development of marketing resources, brochures, website, social media, and promotional strategies.
10. Maintain accurate records.
11. Meet annual performance goals.
12. Perform other duties as assigned.

Qualifications

- BA/BS degree or an equivalent combination of education and experience.
- 3-5 years of volunteer management or event planning experience or other relevant experience preferred.
- Passion and calling to engage volunteers in Habitat's mission.
- Ability to manage both short-term and long-term responsibilities of the position, including implementation of program goals and objectives, volunteer tracking and cultivation, and administrative support for the program.
- Demonstration of good interpersonal skills in a variety of social and professional settings to ensure good working relationships with volunteers, campus chapters, colleagues, donors and families.
- Excellent organizational and time management skills.
- Excellent written and oral communication skills.
- Capable in relationship building and relationship management.
- Respect for and openness to diverse populations.
- Comfortable with public speaking and as a presentation speaker.
- Ability to perform as a team player, combined with ability to work independently with limited supervision.
- Experience working with committees and volunteers.
- Excellent attention to detail with excellent follow through.
- Ability to ensure that volunteer appreciation is an essential component of our everyday work.
- Ability to maintain a high level of confidentiality.
- Ability to work a flexible schedule including some weekends and evenings as required.
- Must have reliable transportation, a valid driver's license, current car insurance and a good driving record.
- Proficient with both computer and the internet. Volunteer database and CRM experience preferred.

We are an equal opportunity employer

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position.



We build strength, stability,
and self-reliance through shelter.

Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

