



JOB DESCRIPTION

JOB TITLE: Volunteer Manager

DEPARTMENT: Volunteer Program

ACCOUNTABILITY: Executive Director

FUNCTION: To develop a dynamic, mission focused volunteer program at the Rockingham Harrisonburg SPCA, with an active volunteer body working within the shelter and the community to further the mission of the Rockingham Harrisonburg SPCA.

To serve as point of contact for marketing firm(s) and contractors employed by the Rockingham Harrisonburg SPCA. Oversight of social media platforms, assist with creating written content for distribution, and

DUTIES AND RESPONSIBILITIES

General:

- Model and promote a staff & volunteer culture that is welcoming, collaborative and free of judgement.
- Facilitate learning to promote staff & volunteer growth and development, implementation of and adherence to best animal shelter practices and organizational policy.
- Plan, build capacity, organize, coordinate, review, evaluate and direct efforts to achieve the Volunteer Program Goals in support of the organization's mission.
- Ensure quality care and humane treatment for the animals owned by the R-H SPCA.
- Perform duties in a manner which encourage attainment of RHSPCA goals.

Responsibilities:

- Serve as primary point of contact for new volunteers and mass communication to volunteer base.
- Design and implement training and orientation materials to recruit, train, utilize and retain volunteers.
- Process new volunteer applications
- Conduct screening and new volunteer orientation.
- Train staff on volunteer engagement and utilization.
- Match volunteers with their best fit based on skill, interest, availability, initiative, and aptitude.
- Oversee the volunteer schedule and ensure that open slots are filled.
- Execute volunteer appreciation initiatives.
- Create volunteer communications.
- Recruit volunteers via online and in person events.
- Represent the organization at offsite events by being the lead at community events.



- Coordinate and assist with events.
- Responsible for accurate record keeping, maintaining data integrity of volunteer records and statistical reporting for all program(s) related activities.
- Manage RHSPCA volunteer Facebook page and Volunteer newsletter.
- Conduct meetings with volunteers and staff to review procedures, discuss concerns and share ideas to successfully implement the Volunteer Program goals.
- Communicate well in person, via email and telephone with individuals within the organization and outside to ensure success of the programs.
- Responsible for managing inventory of supplies needed for volunteer program.
- Conserve finances whenever possible in executing these responsibilities.

Marketing Responsibilities:

- Monitor posts and comments in capacity of an administrator on Rockingham Harrisonburg Volunteer Facebook Page.
- Create and post content to Rockingham Harrisonburg Volunteer Facebook Page.
- Oversee volunteers responsible for creating content for marketing needs and tabling events.
- Create written content for distribution.

Flexibility in schedule is a must. Perform related work as required. Job responsibilities and opportunities may change as organizational needs change and grow.

TRAINING AND EXPERIENCE

R-H SPCA is seeking a progressive, quick thinking, dynamic individual who brings excellent people skills along with passion, commitment and enthusiasm for our mission and accountability for their work. We are seeking build a volunteer workforce to complement the efforts of our staff. Independent thinking and resourcefulness to overcome roadblocks are a must.

The ideal candidate will have at least 3 years of experience managing processes. Excellent time management and oral and written communication skills along with ability to develop and build teams to support common goals is required.

PHYSICAL REQUIREMENTS:

Ability to lift 35 lbs., stand for long periods of time, move quickly, work with and around animals (including diseased, injured and/or potentially aggressive animals), loud noises, chlorine or other chemicals.

COMPENSATION

This is a salaried position offering a competitive rate based on experience. After a period of employment, the Volunteer Programs Manager is eligible for medical insurance and PTO.



NATURE OF EMPLOYMENT

This is a non-exempt position, which generally requires a minimum of 40 hours per week and may include travel, weekend, evening and holiday work. The Shelter Operations Manager will also be on call periodically to assist with foster related activities.

There is no minimum period of employment guaranteed or implied by acceptance of an offer of employment. It is the policy of the R-H SPCA that employment for this position is at will, which means that employment for no specified term and the employee or agency may terminate that employment at any time without cause. This job description serves as a guide.