

## **Boca Helping Hands Volunteer Program Manager**

The Volunteer Program Manager is responsible for recruiting, onboarding and referring all Boca Helping Hands volunteers to the appropriate department heads for training and volunteer assignments. The Volunteer Program Manager will oversee the administration and use of BHH's volunteer management software (Get Connected) and will ensure that all required volunteer data is entered into the Boca Helping Hands CRM. The Volunteer Program Manager will ensure that all long-term BHH volunteers have completed background checks. This individual will work with each department head to ensure that an adequate number of volunteers are available based on an agreed upon roster of volunteer positions and shifts. The Volunteer Program Manager will collaborate with the staff in other departments in identifying opportunities to leverage BHH's volunteer program for the overall benefit of BHH (e.g. for PR or Development opportunities). The Volunteer Program Manager will also create and implement an ongoing process of volunteer appreciation events and activities.

The Volunteer Program Manager will work Monday through Friday and report to the Executive Director.

### **Essential Functions:**

- Ensure an adequate number of volunteers for daily operations via sign-ups on BHH's Get Connected software, as well as through other volunteer recruitment activities.
- Establish a process, in collaboration with our Front Desk team, to contact prospective volunteers not yet assigned to a shift about the availability of open positions and to confirm in advance the planned attendance of volunteers for shifts they have selected.
- Maintain statistics on shifts filled, volunteer cancellations and daily volunteer attendance, as well as other useful indicators.
- Represent Boca Helping Hands in the wider community at all events/locations where potential volunteers may be recruited.
- Provide orientation to all incoming volunteer groups and coordinate with department heads for work assignments and with Communication and Marketing as well as Development teams on PR/Development opportunities associated with specific groups
- Prepare monthly report on Volunteer activity for Executive Director to be submitted to Board of Directors.
- Create and implement a thorough orientation program in collaboration with the other department heads.
- Ensure that level one background checks are administered to all long-term volunteers.

- Plan and organize three volunteer appreciation events each year, including the Volunteer Appreciation Dinner.
- Create and oversee ongoing volunteer appreciation programs, including sending regular acknowledgement correspondence to volunteers (thank you cards, Birthday cards, etc.)
- Administer an ongoing volunteer survey process to provide insight on the BHH Volunteer experience, including providing a regular report of survey results, and following up with volunteers and staff when appropriate

Job Classification: **Exempt**

#### Qualifications

- Ability to manage large groups
- Experience with volunteer management software systems and CRM databases a plus
- Attention to detail and follow up
- Excellent communication skills
- Positive, upbeat personality

To apply:

Send resume and cover letter to [GregoryHazle@bocahelpinghands.org](mailto:GregoryHazle@bocahelpinghands.org)