



Position: Manager of Volunteer Resources

Reports to: Director of Programs and Services

Time Commitment: Full-time (exempt) 40 hours/per week, some evenings and weekends

Position Summary:

The Manager of Volunteer Resources will report directly to the Director of Programs and Services, and work closely with all staff and volunteers to develop and maintain an effective and engaging volunteer program. Key responsibilities include:

Helpline:

- Recruit, train, and supervise Helpline volunteers.
- Provide information and support to phone and walk-in clients as part of Helpline backup when assigned staff back-up are unavailable.
- Take an active role in the client/volunteer database, including providing support updating the training manual and providing training for volunteers and staff.
- Ensure Helpline volunteers have useful resources that are current, and support their ability to serve clients.
- Build rapport with clients and follow-up at an appropriate time after completion of treatment for volunteer cultivation.

Volunteer Program Management:

- Manage the complete volunteer cycle from recruitment to retention.
- Serve as primary contact for all volunteers (*excluding*, Board Members, Emeritus Members, and Medical Advisory Group).
- Manage and coordinate scheduling volunteers for programs, services, and the support of BACC office operations as needed.
- Organize and maintain all volunteer records including data entry and publishing of volunteer hours.
- Identify challenges and opportunities, and strategize ways to continuously improve the volunteer engagement program.

Volunteer Cultivation, Training, Networking & Sustainability:

- Work with senior management and staff to assess organizational needs and engage volunteers accordingly.
- Perform an active and high-quality cultivation process, including networking with community agencies, and screening candidates for appropriate placement.
- Develop and deliver an effective training program for volunteers; including an orientation to BACC, specific job training, and continuing mission education.
- Maintain training manuals and publicize ongoing training opportunities.
- Lead trainings for Helpliners, Buddies, and others as needed.
- Work closely with the Manager of Communications and Outreach in recruiting volunteers for outreach events and participate in trainings.

- Supervise volunteers; provide regular feedback, ensure that they have the support to perform their roles, and assess whether the job responsibilities continue to be appropriate for them.
- Conduct biannual check-ins outside of the office with key volunteers, including, but not limited to, Helpliners and BACC office administrative volunteers.
- Organize and coordinate community service projects with corporations and other community groups.

Acknowledgement and Recognition:

- Plan and oversee National Volunteer Week activities, the Annual Volunteer Recognition Event, and yearly therapist dinner.
- Coordinate Holiday gifts for Helpliners and office volunteers.
- Manage the process for nominating and selecting the Volunteer of the Year award, as well as other awards throughout the year.
- Maintain a consistent mechanism for ongoing volunteer recognition.
- Find new ways to recognize the achievements of BACC volunteers (e.g. community volunteer award nominations).

Communication:

- With support from the Manager of Communications and Outreach, draft and oversee communication to volunteers under the supervision of the Director of Programs and Services, including a bi-monthly volunteer e-newsletter.
- Distribute a weekly Helpline Update for Helpliners and staff.
- Communicate with our Volunteer Therapist team on a regular basis, including a monthly update.
- Maintain a volunteer culture that is professional, personal, and encourages open communication.

Undertake other duties as assigned.