



**Position:** Manager of Volunteer Engagement

**Reports to:** Director of Programs and Services

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

**Position Summary:** The Manager of Volunteer Engagement 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.

Helpline:

- Recruit, train, and supervise Helpline volunteers.
- Provide information and support to clients as part of Helpline backup.
- Ensure Helpline volunteers have current resources that support their ability to serve clients.
- Update Helpline training manual and provide Helpline training for volunteers and staff.

Volunteer Program Management:

- Manage the complete volunteer cycle.
- Serve as primary contact for all volunteers (*excluding*, Board Members, Emeritus Members, and Medical Advisory Group).
- Manage and coordinate scheduling volunteers.
- Organize and maintain all volunteer records.
- Track all volunteer hours (both regular and professional).
- In collaboration with the Director of Programs and Services, maintain the database manual, volunteer training manual, and Buddy training manual.

Volunteer Cultivation, Training, Networking & Sustainability:

- Work with staff to assess organizational needs and find ways to engage volunteers.
- Work with the Communications and Social Media Coordinator to publicize volunteer opportunities.
- Recruit and screen volunteer candidates for appropriate placement.
- Build rapport with clients for potential volunteer cultivation.
- Develop and deliver an effective training program for volunteers; including an orientation to BACC, specific job training, and continuing mission education.
- Supervise volunteers; provide regular feedback, and assess engagement and performance.
- Organize and coordinate community service projects with corporations and other community groups.

Acknowledgment and Recognition:

- Plan and oversee National Volunteer Week activities, the Annual Volunteer Recognition Event, and annual therapist dinner.
- Coordinate holiday gifts for Helpliners and office volunteers.
- Find new ways to recognize the achievements of BACC volunteers in the greater community

Communication:

- With support from the Communications and Social Media Coordinator, draft and oversee communications to volunteers under the supervision of the Director of Programs and Services.
- 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.

*Other duties and tasks as assigned.*

Qualifications:

The ideal candidate will have the following qualifications:

- Bachelor's degree in a related field OR 1-3 years of experience in customer service, volunteer management, program administration, or similar.
- Ability to manage competing priorities, while meeting deadlines.
- Excellent attention to detail.
- Strong written and verbal communication skills.
- Well-developed organizational and interpersonal skills.
- Creative, friendly, and enthusiastic.
- Outgoing or extroverted personality.
- Ability to interact effectively with a diverse group of people, while conducting oneself in a professional and ethical manner.
- Experience with Microsoft and Google Suites; significant experience with relational databases.
- Able to work independently and as part of a team.
- Knowledge of cancer-related issues desirable.