

Samaritan House
Job Description

Position: Community Volunteer Manager	Approved by Executive Director on: 8/2/2020
Reports to: Director of Development	Revision Date: 7/1/2020, 05/11/2023, 04/30/2025
<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt	<input checked="" type="checkbox"/> Administrative <input type="checkbox"/> Direct Client Services

Position Summary: This position is responsible for working with the Development, Donations and Administrative Departments to provide support, to include database management, donor recognition, public speaking, donation solicitation and supporting a wide range of volunteers to provide support in various Samaritan House programs. The Community Volunteer Manager reports to the Development Director.

Responsibilities:

1. Manage and maintain all aspects of volunteer database with assistance from development team members and volunteers.
2. Network with community groups, businesses, the faith-based community, and other organizations for the purposes of volunteer recruitment, and program development. Develop and maintain the volunteer recruitment program by enlisting people in the community to volunteer for Samaritan House. Identify, recruit, train and recognize individual volunteers.
3. Train and support partner agency supervisors in volunteer management and Samaritan House policies and mission.
4. Manage all aspects of volunteer program including strategic planning, implementing, and updating policies and procedures, staying up to date on best practices and trends in volunteerism.
5. Create new volunteer opportunities as needs arise and to continually engage potential supporters. Maintain positive relationships with volunteers to encourage long term retention.
6. Plan training events and workshops for volunteers surrounding special events.
7. Plan annual volunteer recognition event.
8. Responsible for managing and overseeing effective procedures within the Donations Department.
9. Responsible for efficient and professional operations of the Donations Department, including inventory controls. Receive weekly shopping requests from Shelter Case Managers, coordinate food shopping and delivery with individual volunteers.
10. Coordinates pick-up and delivery of larger donated items/special requests as needs arise.
11. Coordinate item drives in collaboration with the Marketing Manager as needs arise.
12. Responsible for presentations & tours with the community and follow-up with potential supporters.
13. Collaborate across all departments to determine staff volunteer needs. Coordinate with all department leadership to follow up on individual volunteers that have been referred to departments or placed.
14. Develop and maintain the volunteer recruitment program by enlisting people in the community to volunteer for Samaritan House. Identify, recruit, train and recognize individual volunteers.

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15. Complete monthly donations and volunteer hours reports for accounting purposes.
16. Attend events as needed, especially during peak season. Evening and weekend work should be expected on occasion.
17. Assist with other duties as assigned.

Required Background:

- Bachelor's degree in communications, non-profit or management preferred. Although will substitute appropriate work experience.
- Experience with volunteer engagement, training, public speaking, and special event coordination preferred.

Required Skills:

- Excellent organizational and analytical ability.
- Working knowledge of Microsoft Word, Excel, PowerPoint, Publisher, and web-based technology.
- Able to provide clear and pleasant telephone communication.
- Excellent verbal and written communication skills.
- Capable of managing multiple projects and responsibilities with ease.
- Well organized and detail oriented.
- Able to work independently and as part of a team.
- Able to work projects through to completion.
- Professional, responsible, self-motivated, and disciplined.
- Ability to connect and build relationships with clients and prospects.

Required Physical Capabilities:

- Able to lift 50 pounds.
- Ability to work a 40 hour a week schedule with no physical limitations in normal ranges of sitting, standing, walking, and talking.
- Must be able to operate a computer and telephone.
- Must be able to conduct and attend meetings at various locations.
- Must be able to make presentations to small groups.
- Must be able to have flexible working hours, particularly at peak times around special events and educational sessions.

Salary: Based on experience and qualifications. This is a full-time position. Please submit a resume and job application to:

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Please download and complete Job Application Form at: www.samaritanhouseva.org

Samaritan House, Inc is committed to a drug free workplace and has a non-discrimination policy of equal opportunity for all persons and does not discriminate based on race, ethnicity, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, limited English proficiency, immigration status or veteran status in employment, services and or volunteer opportunity.