



URBAN MINISTRIES
OF DURHAM

Job Opportunity: Manager of Volunteer Services

To apply, please submit your resume to Director of Community Engagement Gin Jackson at gjackson@umdurham.org on or before July 15, 2018.

- Reports to Director of Community Engagement
- Full time, salary to be negotiated. Position includes benefits and paid days off.
- Generally Monday to Friday during normal business hours with some evening and weekend assignments from time to time.
- Most work will be done at Urban Ministries of Durham in the Resource Center Building at 410 Liberty Street with occasional off-site events in the Triangle.

Position Summary

The Manager of Volunteer Services nurtures mutually beneficial relationships with volunteers. The Manager of Volunteer Services inducts, trains and places volunteers to handle tasks and projects in support of UMD's mission and in cooperation with UMD managers. The Manager of Volunteer Services works closely with the Director of Community Engagement to identify volunteers who could be key collaborators in furthering the mission of UMD.

Required qualifications and skills

- Bachelor's degree from a U.S.-accredited college or university or equivalent experience.
- Strong leadership and project management aptitude and skills.
- Excellent organizational skills. Able to identify, prioritize, and track tasks that need to be done and to accomplish them efficiently in a fast-paced work environment. Able to meet deadlines while producing quality work and maintaining good relations with colleagues, donors, and volunteers.
- Personable and patient in dealing with volunteers and prospective volunteers. Able to make volunteers feel great about their contribution, and to deal professionally and openly with any problems that may arise.
- Proficiency with English grammar and punctuation suitable for business correspondence and professional verbal communication.
- Skilled presenter and public speaker.
- Fluent with Microsoft Office software and online tools such as Gmail, and able to quickly master new software tools.
- Effective whether working collaboratively or independently.
- Comfortable and effective interacting pleasantly with a wide variety of people internally and externally to UMD.
- Committed to the highest standards of donor service and professionalism and to UMD's core values of respect, support, and collaboration.

Key Responsibilities (include but are not limited to):

- Process volunteer applications; check individuals against National Sex Offender Registry.
- Screen interested volunteers to ensure they are a good fit for work at UMD and refer those who are not to other places that might be more suitable.
- Match suitable volunteers with volunteer jobs at UMD that will be of real net value to the agency and also provide a satisfying and rewarding experience for the volunteer including:
 - Recruit and staff volunteers for the Clothing Closet/Food Pantry operation, including behind the scenes support such as restockers and clothing sorters.
 - Keep the calendar of meal serving slots for the UMD Community Kitchen and endeavor to schedule a group for each meal. Notify the chef immediately of any cancellations or un-covered shifts. Prepare and send the next year's Meal Confirmations to groups booked on the calendar.
- Schedule and lead Volunteer Orientation sessions and tours.
- Schedule and train volunteers for the Clothing Closet/Food Pantry operation.
- Address any performance or training gaps with volunteers that are identified either by UMD Managers supervising a volunteer or through audits of client files.
- Work with Community Service Work Program to assign suitable court-ordered or attorney-recommended community service workers to kitchen duty. Prepare final letter; scan all paperwork to the share drive.
- In collaboration with UMD staff, monitor, support, motivate and recognize volunteers.
- In collaboration with the UMD manager who will supervise a volunteer job, create written job descriptions for ongoing roles and provide these to prospective volunteers.
- Identify one-time projects to benefit UMD that can be done by individuals and groups.
- Supervise or find appropriate staff or trained volunteers to supervise volunteer groups, both during the week and on Saturdays.
- In cooperation with other staff, collect and maintain the name, address, email address, and telephone number of every person who regularly volunteers at UMD.
- Oversee data entry of all volunteer information and recorded hours.
- Using communication methods such as personal contact, UMD website, outside websites, etc., publicize UMD's needs and attract people of suitable skill to fill them.
- Communicate extensively in person, by phone, and by email with volunteers and prospective volunteers to nurture these relationships.
- Participate on the Board's Community Engagement Committee.
- Develop UMD Speakers Bureau: train and assign speaking engagement to members.
- Work with the Director of Community Engagement to recognize the in-kind contributions of volunteers and, where appropriate, immediately notify the Director of Community Engagement if a volunteer expresses a wish to make a financial gift, or if the Manager of Volunteer Services feels a volunteer may be willing and able to give financially.