Volunteer Manager

The **vision** of Family Promise of Colorado Springs is to end family homelessness in Colorado Springs. The **mission** of Family Promise/ IHN is to engage the community and its resources in providing basic, preventative, and supportive services to families with children who are in homeless situations or at risk of becoming so.

We engage three primary programs in pursuit of our mission:
1. The **Interfaith Hospitality Network** – Family Promise’s core program for the past 19 years. This is currently a network of 30+ local congregations in the Colorado Springs area that utilize unused space in their facilities as temporary shelter for homeless families admitted to the IHN Family Shelter program.
2. The **Community Care Transitional Housing** – Transitional Housing program to provide up to 6 months stable housing to families successfully completing the IHN Program, who need longer support to obtain permanent affordable housing.
3. The **Hope Homes** – A pathway to Permanent affordable housing and home ownership for families successfully completing the IHN Program.

**Reports to:** Director of Operations

**Peer Relationship:** Family Services Managers, Congregational Care Manager

**Supervises:** Work Study Students, Volunteers, and Work Groups

**Position Description:** Currently permanent, part-time position – 20 hours per week; Requires some local same-day travel, at least one evening per week and periodic Saturday or Sunday on-call availability.

**Responsibilities:**

The principle tasks of the Volunteer Manager are:

1. Develop, articulate and implement a clear vision of volunteerism for those who would volunteer for the IHN and its partner congregations.
2. Provide support to the congregations’ Volunteer Coordinators as they recruit and train volunteers to host IHN guest families.
3. Revise and implement appropriate training programs and resources for all congregational and organizational volunteers in the IHN.
4. Act as the primary event coordinator for Family Promise’s annual luncheon event, “Hearts,” and support the development of the first annual Family Promise Walk.
5. Provide coverage for the IHN after-hours (emergency) phone as scheduled.
6. Evaluate Host Congregation Experiences – foster positive relationships with Host and Support congregations throughout our network; recognize our Guests positive experiences with congregation volunteers and help foster ongoing positive relationships between our guest families with focused trainings and support.
7. Supervise Day House office and project volunteers, including regular Colorado College Work-Study students, and any other regular office support.

**Specific duties:**

- Advocate for those who would volunteer for IHN or any of its partner congregations.
- Advise the Operations Director and staff personnel on issues pertaining to IHN volunteerism.
- Assure that IHN volunteerism is supported by agency processes and policies.
- Be on point in providing information to prospective partner congregations and the orientation of new partner congregations.
• Be the liaison between hosting and support congregations and IHN.
• Schedule, plan, and host regular Advisory Committee meetings for Volunteer Coordinators.
• Develop the annual host week schedule with hosting and support congregations.
• Coordinate and fill hosting vacancies that might occur during the year.
• Maintain an up-to-date roster of hosting and support congregations, their clergy and their volunteer coordinators.
• Initiate regular communications with the volunteer coordinators of hosting congregations – and especially as their hosting period approaches, provide guest family biographies, schedules, and additional supportive documents.
• Provide assistance, as requested, to volunteer coordinators as they recruit and train volunteers for their hosting week.
• Train new volunteer coordinators and the volunteers of new partner congregations.
• Conduct weekly visits to the hosting congregation; review the safety checklist and family orientation process and rules with the volunteer coordinator.
• Be liaison between the current host congregation and guest families and/or case management.
• Recruit and supervise volunteers who provide various types of support in the preparation of fundraising events.

Minimum qualifications:
Education: College graduate preferred, but may substitute experience

Experience:
1) 2-4 years’ experience directing volunteers or related experience.
2) Experience working with clergy, staff, and volunteers in a local congregational setting.
3) Experience and ability to speak to small/medium sized groups in a public setting.
4) An understanding of the issues concerning poverty and the dynamics of homelessness.
5) Responsiveness and sensitivity to cultural differences.

Other Requirements:
1) Excellent written and verbal communication skills.
2) Excellent organization and time management skills.
3) Proficient with all MS Office applications
4) Comfortable with learning donor/volunteer database software.
   • Salesforce Experience preferred
5) Valid Colorado driver’s license and ability to pass a background check.
6) Willing to comply with the Family Promise confidentiality policy.
7) Willing to work variable hours.

Salary: Starting $15-$17 per hour DOE

To Apply:
Please submit cover letter and resume to:
Family Promise of Colorado Springs
519 North Tejon Street
Colorado Springs, CO  80903

Email: office@ihn-cos.org  (Please put Bookkeeper PT in subject line) or Fax:  (719) 329-1288

This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources, we are unable to respond to phone inquiries. This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

Family Promise of Colorado Springs is an equal opportunity employer and seeks a diverse pool of applicants.

See www.ihn-cos.org for additional information on Family Promise of Colorado Springs/IHN. Visit www.familypromise.org to learn about our parent organization.