

Pikes Peak Habitat for Humanity

Volunteer Manager

GENERAL DESCRIPTION

The Volunteer Manager is responsible for all aspects of the Volunteer Program. This includes the recruitment, retention, processing, and coordination of construction volunteers, committee members, and other supportive volunteers. This position works closely with all staff members to ensure that all levels of volunteers have a positive, safe and productive experience, while working towards Pikes Peak Habitat for Humanity's mission and purpose.

VOLUNTEER MANAGER CORE RESPONSIBILITIES

1. Needs Assessment

- a. Identify volunteer needs of the organization through communication with staff, board, and key volunteers.
- b. Visit build site and ReStore to gain an understanding of current volunteer projects and needs.
- c. Assist departments with drafting written position and assignment descriptions, as needed.

2. Recruitment

- a. Develop and implement an effective volunteer recruitment plan to fulfill volunteer needs.
- b. Coordinate and communicate with sponsors, churches, businesses, community groups and individuals to schedule, organize and prepare volunteers for various types of service (construction, administration, special events) four days a week, year round.
- c. Maintain and develop opportunities with programs, internships, community business partnerships, and opportunities to fulfill needs – i.e. campus chapters, collegiate challenge, disaster response, Americorps, RV Care-A-Vanners, Youth Build, Young Professionals, Women Build, and Bike & Build.
- d. Secure and manage affiliate presence at community outreach events: volunteer recruitment fairs, and other speaking engagements.
- e. Maintain communications with volunteers through a monthly volunteer eNewsletter
- f. Update volunteer portions of affiliate website with all current opportunities & information
- g. Assists in managing the external communication channels on the website, Facebook and Twitter.

3. Motivation & Recognition

- a. Plan and execute the annual Volunteer Appreciation Event.

4. Orientating & Training

- a. Conduct orientations on the construction site, in the administrative office, or at request of specific groups and organizations.
- b. Coordinate, organize, schedule, prepare, and assist volunteers and groups to prepare them for their build day.

5. Supervision & Implementation

- a. Ensure successful volunteer build days: signing volunteers in, restocking paperwork, providing orientation, safety briefing, helping put away tools, occasionally building with volunteers, and ordering necessary volunteer supplies.
- b. Serves as the liaison between partners, sponsors, partner families, internal departments, the construction site staff, Board of Directors, Committee Chairs and volunteers.
- c. Ensures implementation of volunteer policies and procedures.
- d. Assists with coordination of travel arrangements, lodging, meals and activities for sponsors and events.

6. Evaluation & Risk Management

- a. Improve volunteer resource database with consistent entry of contact information, hours, and volunteer activity.

- b. Develop an operating plan with goals that aligns with strategic planning. Report annual outputs of the volunteer program.
- c. Regularly analyze results of volunteer experience survey and share results/summary with staff.
- d. Maintain current documentation for all volunteers.

STANDARDS FOR MEASURING PERFORMANCE

- Completeness, accuracy, and punctuality of reports and other assignments.
- Ability to obtain agreed upon volunteer certification through Habitat for Humanity.
- Ability to meet or exceed the demonstration of Habitat's Mission Principles.
- Maintain a high internal and external customer satisfaction level.
- Maintain high standards of integrity and compliance.

EDUCATION, EXPERIENCE, KNOWLEDGE & SKILLS

- Minimum requirement is a bachelor's degree or equivalent.
- Knowledge of Microsoft Office programs preferred.
- Knowledge of donor / volunteer database preferred.
- Knowledge of social media preferred.
- Prior experience with Habitat for Humanity is helpful.
- Three years of experience in volunteer coordination with a non-profit organization desirable.
- Knowledge of residential construction and safe work practices and regulations ideal.
- Ability to work under pressure, multi-task, and coordinate numerous activities and groups of people.
- Good oral and written communication skills and the ability to communicate respectfully and effectively.
- Able to track information and meet deadlines.
- Ability to act and work independently as well as with a team.
- Patience and ability to work effectively with volunteers, possess a positive and welcoming spirit at all times and be able to interact with diverse groups of people.
- Comfortable with public speaking opportunities and sharing the PPHFH mission and ministry with large and small groups of volunteers, potential volunteers and community members.
- Assist with administrative duties as needed.
- Crosstrain within the Development Department.

TIME COMMITMENT: APPROXIMATELY 40 HOURS/WEEK

The hours are Monday - Friday from 8:00 am- 5:00 pm, with occasional evenings and weekends for committee meetings, special events, Ground Blessing Ceremonies and House Dedication Ceremonies.

PERSONAL VEHICLE REQUIRED

The Volunteer Manager position requires travel throughout El Paso County each week. Proof of insurance and driver's license required upon hiring.

EMPLOYMENT APPLICATION

Confidential (when completed)



APPLICANT INFORMATION										
Last Name					First			M.I.	Date	
Street Address							Apartment/Unit #			
City					State			ZIP		
Phone					E-mail Address					
Date Available							Desired Salary			
Position Applied for										
Are you a citizen of the United States?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	If no, are you authorized to work in the U.S.?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	
EDUCATION										
High School					Address					
Did you graduate?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Degree					
College					Address					
Did you graduate?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Degree					
Other					Address					
Did you graduate?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Degree					
REFERENCES										
<i>Please list three professional references.</i>										
Full Name					Relationship					
Company					Phone					
Address										
Full Name					Relationship					
Company					Phone					
Address										
Full Name					Relationship					
Company					Phone					
Address										

PREVIOUS EMPLOYMENT			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

MILITARY SERVICE	
Branch	From To
Rank at Discharge	Type of Discharge
If other than honorable, explain	

DISCLAIMER AND SIGNATURE
<p>Pikes Peak Habitat for Humanity (PPHfH) operates a safe work environment. It is the policy of PPHfH to maintain a Drug Free Workplace and to not hire or retain persons who use illegal drugs. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in Habitat's workplace and program. Drug abuse violations in the workplace will result in immediate suspension, termination, or mandatory participation in a drug abuse assistance or rehabilitation program as determined upon review by the employee's supervisor.</p> <p>I authorize PPHfH to thoroughly investigate references, work records, evaluations, education, and other matters related to my suitability for employment.</p> <p>I authorize references and my former employers to disclose any and all employment records, performance reviews letters, reports and other information related to my life and employment, without giving me prior notice of such disclosure.</p>

In addition, I hereby release the PPHfH, my former employers, references, and all other parties from any and all claims, demands, or liabilities arising out of or in any way related to such investigation or disclosure. I waive the right to ever personally view any references given to PPHfH.

I hereby certify that the statements and answers given by me to the questions on this application, including representations in my resume are true and correct to the best of my knowledge and have been made with no mental reservations whatsoever.

I am informed that prior to my employment with PPHfH, I may be subject to a background check.

If upon investigation, anything contained in this application is found to be untrue, I understand that I will be subject to dismissal at any time during the term of my employment ant PPHfH.

Signature

Date

Please return completed application form, along with your resume and cover letter, by close of business **April 29, 2016** to:

By mail:

Pikes Peak Habitat for Humanity
Attn: Andy Petersen
2802 N. Prospect St.
Colorado Springs, CO 80907

By email:

andy@pikespeakhabitat.org