**YWCA MISSOULA**

**Job Description**

**VOLUNTEER PROGRAM MANAGER**

**Job Summary:** The person in this position assists all programs within the YWCA Missoula with volunteer recruitment, training and retention. The Volunteer Program Manager also evaluates and updates current volunteer practices and materials for the agency. The Volunteer Program Manager also acts as an advocate for the Pathways Program. Performance of duties reflects the YWCA’s value that all people will be treated with respect and dignity and approached with recognition of their individual importance.

**VOLUNTEER COORDINATOR JOB DUTIES AND RESPONSIBILITIES:**

* Manage recruitment, selection and evaluation of volunteers for all YWCA programs (involvement in some program more than others- see below).
* Maintain volunteer database.
* Conduct proper background checks including fingerprinting for all volunteers.
* Oversees retention efforts for the YWCA volunteer program including volunteer appreciation events, volunteer meetings, and volunteer newsletters.
* Conducts bi-monthly continuing education events for volunteers and YWCA staff.

**PATHWAYS Program**

* Coordinates Pathway’s Advocate Training (2-3 times/year). Develops and performs orientations for all potential volunteers. Assure that volunteers feel prepares to support survivors of intimate partner violence, sexual assault and human trafficking.
* Responsible for volunteer scheduling for shelter, crisis line, walk-ins, and works with clinical coordinator as needed to ensure First Step shifts are covered. Assists with group and children’s program volunteer scheduling.

**SECRET SECONDS THRIFT STORES**

* Direct interested volunteers to contact Secret Seconds Volunteer Coordinator

**Youth Services Program**

* Attain and help train volunteers for Youth Services program

**ADMINISTRATION:**

* Collects statistics for public outreach and training on a regular basis and submits information for quarterly reports to Grants Manager.
* Assists with quarterly reports and grant writing as requested by Grants Coordinator.
* Promotes training of staff and advocates to achieve the highest quality services at the YWCA.
* Alerts Executive Director and others as appropriate, to areas of concern.

**GENERAL**

* Attends staff meetings.
* Organizes and participates in the Volunteer meetings.
* Adheres to YWCA policy and guidelines.
* Projects a positive image of the YWCA, using effective public relations skills.
* Displays an awareness of and ability to deal with diversity among people, including disabilities among clients.

**QUALIFICATIONS AND EXPERIENCE:**

* Valid driver’s license, acceptable driving record and proof of auto insurance in compliance with Montana state law.
* Bachelor’s degree in human services or related field, or equivalent education/experience required.
* Experience working with domestic violence and/or sexual assault required.
* Must pass a background check designed to protect the interest of the people served by the YWCA programs.

**KNOWLEDGE, SKILLS AND ABILITIES:**

* Understanding of the social and political complexities of sexual and domestic violence.
* Basic knowledge of advocacy (empowerment model, active listening, etc.)
* Ability to maintain confidential information.
* Comfortable speaking with both survivors and volunteers about sensitive topics.

1. Ability to communicate effectively with a variety of individuals, including volunteers, peers, and supervisors.
2. Willingness to take responsibility for his/her part in communication breakdowns and to work toward resolution of resulting problems.
3. Ability to successfully offer, accept and act on constructive criticism.
4. Ability to understand and work with complex situations.
5. Ability to use a computer for word processing purposes.
6. Strong written, verbal, and organizational skills.
7. Understanding of volunteer management, recruitment, retention and trends.
8. Good work habits, including ability to organize and manage time and information.

**LEVEL OF INDEPENDENT DISCRETION, CONSEQUENCE OF ACTIONS:** This person, within the parameters of YWCA policies and procedures, exercises an intermediate level of independence in decision making. Significant errors in judgment may endanger the health and safety of the clients and/or staff and may cause serious financial and/or legal repercussions for the YWCA.

**PHYSICAL DEMANDS:**

Physical effort may be required to do the following: sitting, standing, walking, bending, and reaching. Must be able to operate basic office machines, to communicate by telephone, orally, and in writing.

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I have reviewed this job description and am aware that I may request a copy at any time.

*I understand that the YWCA reserves the right to revise or change this job description as the need arises.*

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Employee's Signature Date

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Employee's Name (please print)