

## **Job Description**

**Job Title:** Volunteer Program Manager  
**Reports To:** Volunteer Program Director

### **Job Summary:**

The Volunteer Program Manager is responsible for managing the volunteer program, liaising with as many as 1,500 volunteers annually to ensure thorough and accurate trip applications and pre-trip preparations, to facilitate recruitment of team members, and to conduct post-trip follow-up as needed.

The VPM is responsible for working directly with Team Leadership on management of volunteer program development, team logistics, and communications.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

### **Management of Volunteer Program**

- Possess deep knowledge of process and policy related to teams, and the logic behind it; serve as a resource to CEO and COO when procedures must be revised to due changes in laws or issues that arise during the season.
- Serve as liaison with all team leaders regarding logistics, recruitment, and team development; assist team leaders with in-kind donation requests.
- Oversee the Volunteer Program Assistant in the review and approval of all volunteer applications; including the review of personal and professional letters of reference, CVs, and hospital privilege letters; look up medical licenses and ensure all materials are entered into the database and archived on the network drive prior to the application approval.
- Assist the Volunteer Program Director in the management of the Volunteer Resource page on the website to include all new resources and the updates of old resources; this includes sending reminders regarding these resources and role descriptions 30 days prior to team departure.
- Evaluate Volunteer Resource page after each season and make recommendations for revisions or updates based on volunteer feedback and VPM observations.
- Evaluate Team Leader Resource page after each season and make recommendations for revisions or updates based on team leader feedback and VPM observations.
- Train Mission Coordinators and Team Administrators on an as needed basis. For new team leaders, prepare and facilitate the New Team Leader Onboarding Meeting as well as the Database Training Meeting.
- Provide input to COO and programmers on database maintenance and improvements.
- Inform and educate volunteers on policies and procedures as appropriate and field general questions about serving on a Faith In Practice mission team.
- Report weekly to the Volunteer Program Director on overall volunteer program; brief the COO on team issues as needed.
- Attend team meetings in Houston and via skype and/or conference call.
- Work with the Volunteer Program Director on the end-of-season evaluation and related meetings.

### **Volunteer Program Assessment**

- In collaboration with the Volunteer Program Director,
  - Facilitate the implementation of the Team Member Assessment and Team Leader Assessment.
  - Report each team's findings to the team's leaders throughout the season.

## **Volunteer Program Logistics**

- Oversee volunteer recruiting efforts for all teams; liaise with communications staff to promote opportunities via social media and continually work on outreach for recruiting.
- Manage approximately 30 volunteer teams annually. This responsibility includes, but is not limited to:
  - Sending current, complete medical licenses for applicable individuals to appropriate hospital staff in Guatemala prior to trip departure; ensuring all credentialing information is kept up to date in the database throughout the year.
  - Support team leaders, ensuring that team leadership has entered logistical information into the database by deadlines outlined on team checklist. Information includes team summary data, housing information, team leadership, role templates, etc.
  - Overseeing the Volunteer Program Assistant in the annual updating of hotel information into the database.
  - As needed, providing support the Inventory Department in the preparation of containers, including both administrative support and packing and logistics in the warehouse.

## **Communications**

- Responsible for annual review and improvements of the Volunteer Handbook, including creation and editing of content in collaboration with CEO, COO, and Guatemala staff; makes mid-year updates to Volunteer Handbook as needed.
- Oversee the Volunteer Program Assistant on the assembly and mailing of Welcome Packets sent to volunteers and directs admin staff or volunteer in the process as needed.
- Oversee the Volunteer Program Assistant in the preparation and mailing of Team Leadership Packets for assigned teams.
- Assist Communications staff in updating the Leadership Manual sections related to team responsibilities.
- Oversee content updates on all volunteer and leader resources and liaise with communications staff on layout, printing, and upload of resource materials.
- Prepare presentation notes and slides and speak at annual Leadership Conference.

## **Other Duties**

- Answer phones and respond to general inquiries.
- Provide support and 2-3 events annually.
- Other duties as assigned.

## **General Required Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Team Work** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness. **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Bachelor's degree (B. A. or B.S.) from four-year college or university; 3-4 years of related experience and/or training; or equivalent combination of education and experience.

**Language Ability:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software and Internet software.

**Certificates and Licenses:**

No certifications needed

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this Job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

**Other Responsibilities:**

This job specification should not be construed to imply that these requirements are the exclusive standard of the position. Incumbents will follow any other instructions, and perform any other related duties, and may be required by their management.