



Job Title: Volunteer Program Manager

Location: Houston, TX

Type: Salaried, Full-Time

Reporting to: Volunteer Program Director

WHO WE ARE

The mission of Faith In Practice is to improve the physical, spiritual, and economic conditions of the poor in Guatemala through short-term surgical, medical, and dental mission trips and health-related educational programs. Our mission is based on an ecumenical understanding that as people of God we are called to demonstrate the love and compassion that is an outward sign of God's presence among us. Faith In Practice's life-changing medical mission is to minister to the poor, while providing a spiritually enriching experience for our volunteers.

JOB SUMMARY

The Volunteer Program Manager is responsible for working directly with team leadership to prepare each team for their mission trip and supporting the department to oversee the 1,500 volunteers who serve with the organization annually.

KEY TASKS AND RESPONSIBILITIES

- Serves as the primary contact to assigned teams regarding trip logistics, recruitment, team development, supplies and medications, and assist team leaders with in-kind donation requests.
- Prepare logistics packet for each assigned team to send to colleagues in Guatemala.
- Collaborates with other departments in the organization to relay information to team leaders and volunteers.
- Collaborate on recruiting efforts across all teams within the department.
- Possess deep knowledge of process and policy related to teams, and the logic behind it; serve as a resource to Volunteer Program Director when procedures must be revised to due changes in laws or issues that arise during the season.
- Inform and educate volunteers on policies and procedures as appropriate and field general questions about serving on a Faith In Practice mission team.
- Oversee and support the Volunteer Program Assistant in the review and approval of all volunteer applications
- 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.
- Supports the department in making updates and revisions to resources that are utilized by staff, volunteers, and team leaders, including but not limited to, the Volunteer Handbook, Leadership Manuals, internal training documents, Volunteer FAQs, etc.
- Attend team meetings in the Houston area and/or virtually to provide staff support on team calls.
- Send out assessments to assigned teams and monitor team assessments (surveys) throughout the season.
- Work with the Volunteer Program Director on end-of-season evaluations and related meetings.
- Prepare presentation notes and slides to present at the annual Leadership Conference.
- Support the department with external communications to volunteers and team leaders.
- Assist and support the Volunteer Program Assistant with overseeing the shipment of welcome packets, reviewing and approving volunteer applications, preparing leadership packets, etc.

EDUCATION AND EXPERIENCE

- Bachelor's Degree required.
- Minimum of 1 - 2 years experience in related field.
- Technically proficient with the ability to troubleshoot, problem-solve, work independently and collaboratively with colleagues and departments.
- Ability to make recommendations on improving efficiency with day-to-day tasks.
- Strong verbal and written communications skills with colleagues and volunteers.
- Ability to balance department and individual responsibilities.
- Excellent organizational skills, attention to detail, and the ability to prioritize multiple projects and tasks simultaneously while meeting deadlines.
- Flexibility in working some evenings and weekends and ability to travel to Guatemala on occasion.
- Microsoft Office (including Word, Outlook, PowerPoint and Excel), SurveyMonkey, and PirateShip