**Volunteer Engagement Director**

**Title:** Director of Volunteer Engagement

**Reports to:** Vice President of Development

**Department:** Volunteer Engagement

**Employment Status:** Full time, Exempt

**Salary Range:** $65-70 Annual

**Department Description:**

Volunteers are necessary to build strong, vibrant communities. As people from all walks of life commit their time and efforts to help their neighbors, people feel more connected and are more likely to take responsibility for their community. At MAM, volunteers are a core part of our program teams and play a vital role in attracting other volunteers, program participants, and funding. Building a compassionate, committed team of volunteers is key to our success.

**Job Summary:**

The Director of Volunteer Engagement is responsible for designing, developing, implementing, and maintaining a comprehensive volunteer program in support of MAM’s mission. The Director is responsible for establishing and maintaining connections in the community that increase volunteer support for MAM. They report directly to the VP of Development and collaborate with the Executive Management to develop and implement procedures and processes to create a successful volunteer-based staffing model. Duties include managing the volunteer recruitment pipeline, on-boarding, training, communication practices and retention processes as well as volunteer scheduling. The Director supervises two volunteer coordinators and works with other team members across the organization that are associated with the volunteer program.

**Key Accountabilities:**

Engagement - *act as public liaison conducting community outreach designed to enhance awareness, generate support and increase volunteerism for MAM*

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| * Conducting industry networking in the community to familiarize others with MAM's mission |
| * Establishing and maintaining connections with community organizations, corporations, churches and other stakeholders |
| * Initiating discussions with various sources to promote volunteerism at MAM locations |
| * Collaborating with community organizations to build and sustain regular support of MAM |

Relationship Building - *establish and maintain strong relationships and sense of teamwork among staff and volunteers*

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| * Advocating for current and potential MAM volunteers |
| * Responding to needs of volunteers while understanding organizational demands |
| * Ensuring volunteers feel supported and appreciated |
| * Developing strong working relationships with MAM staff across the organization |
| * Negotiating diplomatically with staff in all departments to resolve differences and meet objectives |
| * Participating in internal leadership/management meetings |
| * Coaching and developing direct reports and volunteers to enhance performance, personal growth and commitment to MAM |

Strategic Focus and Process-Orientation - *recognize broad issues associated with building a well-functioning volunteer-based staffing model*

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| * Viewing volunteerism within MAM wholistically and strategically |
| * Suggesting appropriate organizational design and processes to maximize success |
| * Collaborating with MAM executives to create volunteer recruitment and retention plan |
| * Designing volunteer roles that are sustainable, recognize the desires of volunteers, and support the demands of the organization |
| * Identifying types of data management strategies that will inform decision making, enhance effectiveness and are achievable with available resources |
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Implementation and Execution - *operationalize strategic vision by implementing useful processes and systems*

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| * Implementing volunteer recruitment and pipeline development strategies |
| * Implementing effective volunteer on-boarding and training processes |
| * Putting in practice effective communication processes between Volunteer Coordinators and volunteer user groups |
| * Working with resale store leadership to create best practices for enhancing store operations through volunteer usage |
| * Maintaining up-to-date volunteer schedules and records * Working with marketing team to create and implement effective communication plan to recognize, appreciate, inform, and educate MAM volunteers |

MAM Ambassador - *role model MAM's mission and values*

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| * Representing MAM's culture and values to those inside and outside the organization |
| * Demonstrating deep commitment to organizational mission |
| * Establishing trust with diverse group of stakeholders |
| * Demonstrating why the organization's work matters |
| * Ensuring work by staff and volunteers aligns with mission and values |
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**Qualifications:**

* Minimum of five to seven years of experience managing volunteers in non-profit setting
* Minimum of three years of experience supervising employees
* Demonstrated heart for building community and providing high-level service
* Demonstrated ability to work effectively with diverse staff, volunteers, clients, and collaborative partners treating all with dignity and respect
* Effective communication skills, both verbal and written
* Intermediate to advanced skill with Microsoft Office Applications
* Intermediate to advanced skills with database applications
* Bachelor’s degree required
* TESL certification required

**Physical Demands:**

* Regularly required to talk and hear
* Regularly is required to stand, walk, sit, use keyboard, handle or feel objects, tools, or controls; and reach with hands and arms
* Required to have the ability to lift and/or move up to 25 pounds
* Required to remain at their workstation for prolonged periods of time

The physical demands 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.

**Working Conditions/ Work Environment:**

* Primary work location is a climate-controlled indoor office environment
* Flexibility for travel related to job requirements
* Provide own reliable transportation with proof of valid driver’s license and TX minimum requirements of auto insurance

If interested, please click [here](https://mamhouston.wixsite.com/workatmam/post/volunteer-engagement-director) to apply on our website.