



# New Hope Housing

Job Description

## Volunteer Engagement & Events Manager

<b>Job Title</b>	Volunteer Engagement & Events Manager
<b>Reports to</b>	Vice President, Philanthropy and Communications
<b>Department</b>	Fund Development/Communications
<b>FLSA Status/Classification</b>	Full Time/Exempt/Salaried
<b>Direct Reports</b>	None
<b>Salary</b>	65,000-70,000 annually

Email [cherise@newhopehousing.com](mailto:cherise@newhopehousing.com) to apply

### Job Summary

New Hope Housing, Inc. (NHHI) seeks a positive, confident, and well-organized professional with a service-oriented spirit. This role plays a vital role in supporting New Hope Housing's community engagement and fundraising efforts. This position is responsible for managing the Volunteer Program, through the thoughtful development of volunteer opportunities, recruitment, training, and retention of volunteers, while also securing funding through donations and sponsorships from volunteer groups.

This role will lead and coordinate all facets of ticketed events including the From Hope to Home annual gala. Additionally, they will be responsible for coordinating key organizational events—such as groundbreakings and grand openings - ensuring all events align with New Hope Housing's mission and goals.

### Duties and Responsibilities

#### *Volunteer Coordination*

- Develop and maintain a comprehensive Volunteer Program, including program development, volunteer recruitment, orientation, training, retention, and recognition.
- Serve as the primary point of contact for all volunteer requests and inquiries, including soliciting funds from groups to support volunteer activities and programs.
- Collaborate with internal departments to identify volunteer opportunities and strategize on volunteer activities that support organizational goals.
- Build and sustain strong relationships with partners and volunteer organizations to ensure collaboration and best practices.

- Attend networking opportunities to attract new volunteers.
- Create marketing strategies and collateral to promote volunteer opportunities.
- Maintain accurate records of volunteer information, policies, position descriptions, and background checks.
- Regularly evaluate volunteer programs, measuring outcomes and recommending improvements.
- Provide reports on volunteer activities, including volunteer numbers, hours served, and the value of in-kind contributions.

#### *Event Coordination*

- Lead the planning and execution of all fundraising (ticketed) events, including the annual From Hope to Home Gala.
- Responsibilities include tracking all budgets (revenue / expenses), maintaining and tracking detailed event timelines and event day timelines, managing vendor contracts and communications, and providing timely communications to all guests and sponsors.
- Collaborate with the Sr. Manager of Communications to promote events and the Fundraising staff to solicit sponsorships that support event goals.
- Plan, coordinate, and execute assigned organizational events, including groundbreakings and grand openings and other events as assigned.
- Responsibilities include working with other departments to ensure organizational events are appropriately set up, executed and run smoothly.
- Ensure that volunteers are appropriately recruited, trained, and assigned to assist with events as needed.

#### *Administrative Support*

- Provide communication and customer service to donors and volunteers, supporting the overall development team.
- Provide general administrative support, including correspondence, mailings, and office tasks as needed.

#### *General Expectations*

- Participate in fundraising events, including some evenings and weekends.
- Maintain up-to-date knowledge of fundraising best practices.
- Demonstrate a strong commitment to accuracy, confidentiality, and a positive representation of the organization.
- Collaborate with other departments and provide support for broader fundraising initiatives.
- Perform other duties as required or assigned.

#### **Qualifications**

- Bachelor's degree preferred.
- Minimum of three to four years of experience in volunteer coordination and event planning.
- Intermediate knowledge of charitable gift regulations and reporting standards.
- Strong data management and reporting skills, with proficiency in Google Suite, Excel, Word, and Raiser's Edge or similar CRM software.
- Attention to detail and a commitment to accuracy in managing volunteer and event logistics

- Strong organizational skills, attention to detail, and ability to manage multiple projects at once.
- Excellent communication and interpersonal skills, with the ability to work independently and collaboratively with a diverse range of volunteers, donors, and community partners.

**NEW HOPE HOUSING, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.**

**THIS JOB DESCRIPTION DOES NOT CREATE EITHER AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT OF ANY SPECIFIC DURATION. ALL EMPLOYMENT WITH NHHI IS "AT-WILL" MEANING THAT EMPLOYMENT WITH NHHI MAY BE TERMINATED AT ANY TIME, WITH OR WITHOUT NOTICE, FOR ANY REASON OR NO REASON, BY EITHER NHHI OR THE EMPLOYEE.**

I acknowledge receipt of the above job description.

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Signature

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Date