

Job Description
Volunteer Engagement Manager
Habitat for Humanity of Orange County

About Habitat for Humanity of Orange County

Habitat for Humanity of Orange County is a nonprofit organization that offers the opportunity for low-income Orange County families to purchase affordable homes. Since its founding in 1984, Habitat has built over 300 homes and repaired over 200 homes locally, and funded the construction of more than 225 homes internationally. Orange Habitat is the local affiliate of Habitat for Humanity International.

Position Overview

The Volunteer Engagement Manager reports to the Vice President of Development, is a member of the Development Team and actively collaborates with Construction and Homeowner Services. This is a full-time position, averaging 40 hours per week. The workweek is typically Tuesday to Saturday to accommodate our volunteer groups. Work outside normal business hours is expected. Some local travel is required.

The primary responsibilities of the Volunteer Engagement Manager are to identify, coordinate, recruit and steward volunteers to maximize Habitat for Humanity of Orange County's capacity to carry out our mission. The position also will develop a growth strategy and manage volunteer services at the affiliate. In addition, the Volunteer Engagement Manager will lead ongoing, dynamic youth and collegiate programs by engaging individuals and student groups in the mission of Habitat. The Volunteer Engagement Manager will supervise the AmeriCorps Volunteer Coordinator.

The responsibilities of the Volunteer Engagement Manager include, but are not limited to:

Recruitment, onboarding and scheduling

- Create and implement an annual plan to recruit volunteers for needs across the organization
- Meet regularly with Orange Habitat staff to create or modify volunteer opportunities
- Work in partnership with other departments to draft volunteer position descriptions, orient, interview, train and place volunteers
- Maintain volunteer records (position descriptions, liability waivers, information on hours served, etc.) including updating the volunteer database
- Ensure timely communication and scheduling of volunteer groups (sponsor and non-sponsor) and individual volunteers for construction and other special events
- Oversee non-construction logistics for builds and other volunteer-based events, such as sponsor kick-offs, special luncheons, home dedications, etc.
- Ensure that there is a consistent presence on the construction site to greet and register volunteers for their shifts, and cultivate relationships with key volunteers. Assist the construction staff with volunteer management on site as appropriate

Program evaluation, volunteer retention and appreciation

- Develop and implement a formal volunteer appreciation program across the affiliate
- Create and/or maintain written documentation of volunteer processes and policies
- Monitor, evaluate, report, and advise the affiliate on the strategy and vision of volunteer services
- Send surveys to each volunteer and work with staff and volunteers to handle any concerns or issues regarding their volunteer experience

AmeriCorps program:

- Help recruit, interview, and select the AmeriCorps Volunteer Coordinator
- Support, train, and oversee AmeriCorps Volunteer Coordinator in day-to-day activities

Youth Engagement

- Identify and recruit motivated student members of various organizations, including but not limited to Orange County Schools, the Orange Habitat Youth Council, and UNC Habitat Campus Chapter
- Serve as the affiliate liaison for all youth and collegiate groups and programs
- Creatively engage new groups to expand ongoing programs
- Coordinate volunteer opportunities for various youth groups and programs
- Oversee strategy and success of youth fundraising initiatives throughout the year

- Represent Habitat at meetings and events as needed
- Provide ongoing support to schools and teachers participating in service-learning or curriculum-based Habitat programs
- Look for opportunities to increase awareness of Habitat's programs within the various school systems

General

- Provide prompt follow-up to volunteers in order to foster positive, ongoing relationships
- Coordinate organizational meetings and volunteer-centered communications processes
- Collaborate with Development Team to renew and secure letters of intent and volunteer commitments from partnerships
- Ensure that Youth volunteers working with the organization are compliant with national and state labor laws
- Develop innovative strategies to ensure sustainability and long-term success within Youth and Collegiate partner groups
- Create approaches to encourage volunteers to support the organization financially
- Participate in and actively collaborate in fundraising, stewardship and prospecting of donors with the Development Team

Physical Requirements

- Ability to occasionally lift up to 50lbs
- Ability to bend, reach, lift, and climb
- Ability to frequently walk/stand for extended periods of time

Qualifications:

- Bachelor's degree or equivalent experience
- 2-5 years of experience in volunteer management, project management, customer service, or equivalent experience
- Detail-oriented, with strong planning skills
- Initiative and independence in carrying out responsibilities
- Excellent organization skills with an ability to prioritize and manage multiple tasks and a variety of demands
- Strong self-motivation and the ability to work as a team member
- Demonstrated ability to work effectively with people of diverse backgrounds and promote a positive working environment, spirit of cooperation, and positive reactions to change and conflict resolution
- Strong interest in working actively with volunteers to engage individuals and groups in meaningful service
- Excellent interpersonal, communication and presentation skills, both written and oral, which transcend diverse audiences
- Candidate must be comfortable speaking in front of groups
- Advanced working knowledge of Windows and Microsoft Office
- Problem solving capabilities with a demonstrated dedication to the mission of Habitat

In one document, please send a cover letter and resume to careers@orangehabitat.org

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

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THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.