



Charlottesville-Albemarle SPCA Job Description

Position: Volunteer Manager
Job Status: Exempt
Reports to: Director of Operations
Revision Date: 8/25/2020

Summary:

The Volunteer Manager oversees all elements of volunteering within the organization and provides educational training and presentations. The responsibility of this role is to create volunteer engagement assignments for the provision of an excellent, rewarding experience that encourages an ongoing connection with the SPCA as volunteers, donors and advocates.

Essential Duties and Functions:

- Promote volunteering (internally and externally) through recruitment and publicity strategies.
- Develop and implement goals and objectives for the volunteer program that reflect the mission of the organization.
- Liaise with departments within the organization to understand operations, assess their volunteer needs, and to raise staff awareness of the role and function of volunteers.
- Conduct regular orientations to appropriately recruit and train new volunteers. Provide and coordinate ongoing training for current volunteers.
- Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the assignment.
- Ensure volunteers are appropriately assigned and trained. Organize volunteer schedules, and monitor, support, and accredit volunteers and their contributions.
- Provide reliable and consistent communication to the volunteer network in the form of e-newsletters, reports, the volunteer portal, and social media.
- In conjunction with departmental staff, research and coordinate ongoing training for current volunteers.
- Manage the Junior Volunteer Program and Court-Ordered community service volunteers.
- Recruit outside groups for special projects and off-site events including the Junior League, Cville Meet-ups, church groups, UVA service groups, etc.
- Research and write volunteer policy and procedures, while remaining abreast of legislation affecting volunteers.
- Track volunteer data and create reports utilizing the volunteer management database.
- Evaluate departmental processes and procedures to identify and implement improvements as necessary.
- Train staff to work effectively and cooperatively with volunteers.
- Assist with conflict resolution among staff and volunteers according to established procedures.
- Other duties as assigned.

Physical Requirements & Work Environment:

- Ability to lift and transport items weighing up to 65 pounds.
- Ability to handle animals effectively and humanely.
- Have a high level of manual dexterity.
- The ability to bend and squat.
- The ability to stand and sit for significant periods of time.
- Exposure to disinfectant solutions and zoonotic diseases.
- Subject to animal bites and scratches.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.
- Daily hours and days of the week may vary according to the needs of the organization. May require evening, holiday and weekend work hours.

Required Skills / Experience:

- Associate's Degree preferred.
- Management experience preferred.
- Volunteer management experience preferred.
- Experience delivering presentations to a variety of different age groups.
- Microsoft Word and Excel experience required, and comfort navigating new applications and systems.
- Excellent verbal and written communication skills.
- Valid Virginia Driver's License required.
- Must be comfortable safely driving all SPCA transport vans and Compassionate Care-A-Van, abiding by all traffic laws.
- Must be able to safely and compassionately handle and work with all cats and dogs, including those with medical or behavioral challenges.
- Must have the ability to actively problem solve and seek answers independently.
- Must have strong organizational skills and the ability to coordinate a project with multiple and often changing components.
- Must be a team player and self-starter with the ability to work in a fast-paced environment with minimal supervision.
- Must be highly motivated, with strong communication skills and a professional manner.
- Must have the ability to get along well with a variety of people, as well as demonstrate ability to handle sensitive and confidential situations and information.