# Volunteer Engagement Manager (VEM)

## JOB DESCRIPTION:

Austin Disaster Relief Network (ADRN), a non-profit organization *comprised of churches, ministries and businesses within the Christian community of Greater Austin to form a disaster relief alliance to help those in need in times of disaster,* seeks a Volunteer Engagement Manager (VEM) to be based in Austin, Texas.  The VEM will play a key role in supporting ADRN's expanding volunteer recruitment, retention, maintenance, engagement and deployment program in the Central Texas region. The VEM manages volunteer resources assisting in the delivery of ADRN's programs and services.

## Duties and Responsibilities:

- Recruit and develop a healthy volunteer core team (6-8 volunteers) to assist with volunteer retention, development, support and training.
- Assist the organization in identifying, recruiting, interviewing and developing volunteer leaders along with a volunteer staff program (part-time and full-time volunteer staff roles).
- Establish volunteer requirements and job descriptions for various needs.
- Establish and implement a volunteer development and retention program, including a spiritual growth plan and I AM Ready program connection.
- Provide weekly and monthly status reports on the progress of both plans along with other important metrics such as quantity and quality of volunteers, including number of volunteers activated or deployed, number of volunteer hours, retention rates, volunteers advancing in training, and the impact of contributions to the mission of the organization to Executive Leadership.
- Support the development and implementation of leadership training for all volunteer leaders and staff.
- Assist new ADRN volunteers not assigned to a particular volunteer pathway to find a volunteer pathway that works for them (next steps, training modules, etc.)
- Equip and train leadership in developing volunteer core teams and leaders for their department through supervision, coaching, evaluation and recognition to volunteers to ensure roles are performed with excellence.
- Develop a screening protocol to ensure volunteer gifting, skills and interests are maximized.
- Work with partner organizations to recruit, train, and manage volunteers.
- Further develop the volunteer rewards, motivation and annual recognition program.
- Develop and implement a deployment availability identification system to eliminate unnecessary and unwanted requests for deployment for a disaster and to produce a "most likely" available targeted list in each volunteer categories including but not limited to CERT, CISM, FAST, General, etc.
- Coordinate with Safety to evaluate risks associated with each deployment assignments.
- Maintain and update the Volunteer Manager Handbook.
- Establish goals and objectives to increase and better utilize the existing volunteer base, expand training levels and actual engagement.
- Ensure all new Core Team volunteer leaders have minimally three "clean" spiritual and business references, signed confidentiality agreement, and background filed with ADRN.
- Attend all staff meetings and planned ADRN leadership events.

- Be knowledgeable of and incorporate best practices in volunteer management to maximize impact and engagement; continuously educate staff on best practices to drive for excellence in volunteer engagement.
- Understand all aspects of ADRN culture, operations, and programs in order to recruit, train and engage volunteers to help meet the ADRN mission.
- Ensure Volunteer Coordinators at each ADRN directed operated site is executing volunteer onboarding processes, procedures, duties and responsibilities appropriately.
- Ensure every deployed or active volunteer is prayed for daily through the buddy system.
- Assess the effectiveness and fit of volunteers; reassign volunteers as needed to maintain high engagement.
- Perform other duties and responsibilities as assigned.
- Provide input in the IT Strategic Planning process to capture volunteer activity and level(s) more accurately, reduce duplicative information requirements and assist in streamlining the volunteer intake experience.  This will include coordinating with IT Staff to automate volunteer check-in, recordation, and evaluation in order to better serve and improve the volunteer experience.
- Coordinate with database personnel to utilize and create data files and reports that serve the volunteer recruitment, training and engagement process.

## Position Requirements:

- Bachelor's degree and 2 years of experience in volunteer management, relational and/or business development or related field required (preferably in a non-profit industry) or an Associate's degree and 4 years of relational and/or business development experience can be substituted for a Bachelor's degree.
- Excellent communication skills, both written and oral; ability to proof and edit documents.
- Strong interpersonal, active listening, conflict resolution, and facilitation skills. Proactively respond to volunteer and staff needs in a consistent and timely manner.
- Experience recruiting volunteers and forge a positive working relationship with a wide variety of people.
- Experience supervising personnel, volunteers, including training, assigning and reviewing work, leadership development and conducting performance evaluations if needed.
- Ability to influence, encourage and engage volunteers, and develop long-term relationships.
- Experience planning and coordinating events, projects, and meetings.
- Demonstrates flexibility to changing situations and priorities.
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels of seniority within and outside of ADRN.
- Ability to construct, articulate, and implement an annual strategic volunteer development plan.
- Professional and resourceful style of leadership; takes initiative and can manage multiple tasks and projects at a time.
- Proficiency in computer technology, including Microsoft Word, Excel, Email, Web management, Microsoft Office, Donor Perfect or another CRM system a plus.
- Ability to manipulate, analyze and interpret data. Proficiency in computer skills including Square, Microsoft Word, Excel, Email, Google (sheets, docs, forms, etc.) web-links in WordPress, and electronic calendaring.
- Ability to organize time, manage diverse activities and meet deadlines, with minimal supervision is required. Strong organizational and time management skills with exceptional attention to detail.
- Knowledge of trends, resources, and information related to volunteerism.

- Demonstrated ability to professionally represent ADRN to Donors, Board of Directors and the public.
- Willingness and ability to travel to deployment locations and work longer hours during times of disaster.
- Desire to continue learning and improving skill sets.
- Sound judgment and confidentiality.
- Mature faith in Jesus Christ which is compatible with the ADRN statement of faith and philosophy.  High energy, love and passion for God and His mission through ADRN is essential.
- Commitment to the Vision, Mission, and Core Values of ADRN.

## Organizational Expectations of Staff:

- Follow organizational policy, procedures and practice culture of honor within one another.
- Learn, understand and embrace ADRN culture, foundational words from the Lord, and the ADRN vision and mission.
- Seek God's face, read His word and be led by the Holy Spirit.
- Communicates clearly with peers, co-workers, and team members.
- Sets the tone on reliability, attendance, high performance standards and what it means to be an "I AM Ready Christian", emotionally, spiritually and physically to all volunteers.
- Spends minimally one planned, full day per month, away from the office, seeking God's face for direction, guidance, support and relief for role. Spends time in the word and prayer with God for spiritual instruction, growth and rest.
- Attends all of ADRN's emotional, spiritual and physical trainings to understand the depth of what ADRN offers churches and volunteers.
- Minimum of 40 hours per week.
- Willingness to accept our Statement of Faith.
- Attend Thursday morning Staff Prayer in Hope Prayer Room.

## ETHICAL STANDARDS:

ADRN has a reputation for conducting its ministry and activities with integrity and in accordance with the highest ethical and Biblical standards.  All employees of ADRN must be committed to the Lord Jesus Christ, in accordance with the Bible and with ADRN's Statement of Faith.  The authority for making determination of these standards for ADRN shall be the Board of Directors working in consultation with the Executive Director, applying their interpretation of the standards set forth in the Bible.

- ADRN Mission Statement: To glorify Christ by equipping, empowering, and mobilizing a network of churches to respond to the physical, emotional and spiritual needs of those affected by disaster. Luke 10: 25-37, Ephesians 4:12-16
- ADRN Vision Statement: An active, empowered network of prepared churches, bringing hope into crisis through the transforming power of Jesus Christ to every life and community we serve. Revelation 19:5-7