

## **JOB POSTING VOLUNTEER SERVICES MANAGER**

**Position Summary:** This is position responsible for Crisis Connections' successful use of volunteers. This Manager provides leadership to assure consistency in the policies, procedures and operations related to the use of volunteers. The major focus of the Volunteer Manager is on the recruitment, orientation/screening, selection, training, scheduling/placement, recognition and retention of **24-Hour Crisis Line and Teen Link** volunteer phone workers and staff. The Volunteer Manager ensures that volunteers are able to provide quality service as determined by written standards of performance and monitors the training process on a regular basis. The Manager works closely with the Manager of the 24-Hour Crisis Line, who is responsible for the clinical content of training and phone room operations.

This Manager is responsible for maintaining a volunteer force of approximately 225 individuals. S/He recruits and coordinates the training of 100+ Crisis Line and Teen Link volunteers annually. S/He conducts six volunteer training sessions each year, composed of 60 hours of training over a four week period. The Teen Link training is every Tuesday and Thursday evening and every other Sunday. There is extensive evening and weekend work. The Volunteer Manager supervises the Volunteer Specialist and Teen Link Volunteer Coordinator and Training Specialist and reports to the Crisis Services Director.

The Volunteer Manager works closely with Teen Link to assure the volunteer policies, procedures and operations are consistent or compatible with overall agency volunteer standards.

The Volunteer Manager acts as a contact point for volunteers who have special needs and acts as a liaison and advocate between the volunteers and the agency, as necessary. The Manager represents the volunteer program in the community and makes presentations to community groups.

### **Qualifications**

1. A minimum of 10 years of work experience in a variety of positions that focus on working with people. This may include human resources, mental health/counseling, education, social services or volunteers. Experience as a mental health professional or degree in social work or counseling is highly desirable
2. A demonstrated commitment to volunteerism and direct experience in working with volunteers in a leadership position.
3. Experience in coordinating training and knowledgeable about adult learning styles. Experience in delivering training highly desirable
4. Bachelor of Arts degree. Master's degree in related discipline is preferred.
5. Experience in, and commitment to, working with a broad diversity of people and fostering cultural competence.
6. Excellent interpersonal skills, including oral and written skills. Commitment to fostering an environment of respect for staff and volunteers, genuine relationships and excellence in our work.
7. Highly organized with great attention to detail. Ability to maintain a flexible schedule with evening and Saturday work.
8. Valid Washington State Driver's License and access to a car.

**POSITION REPORTS TO:** Director of Crisis Services

**STARTING SALARY:** TBD

**DATE LAST UPDATED:** 2/27/2019

**STATUS:** Exempt/Full Time/37.5 hours **Weekend work required**

**BENEFITS:** This position qualifies for our full robust benefits package.

**TO APPLY:** Send an email with your resume and cover letter to [dchrastka@crisisconnections.org](mailto:dchrastka@crisisconnections.org)

Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.