



TITLE: Volunteer Manager
REVISED: 9/1/2016
PROCESS: Programs
REPORTS TO: Executive Director

OVERALL RESPONSIBILITIES:

Pathways Core Training Volunteer Manager is to prospect, recruit, assist in developing training materials, assist in providing training, monitor, evaluate and oversee all volunteers. The Volunteer Manager provides direction, coordination, and consultation for all volunteer functions at Pathways Core Training.

The Volunteer Manager will be working with the Executive, Program and Operations Staff to ensure all volunteers are trained and providing excellent service inside out outside the training room. The Volunteer Manager is the first point of contact for all volunteers and places them within the organization where there's alignment, heart and passion. The Volunteer Manager will ensure all volunteers are living their training and upholding Pathway's Core Values and Code of Ethics.

SPECIFIC RESPONSIBILITIES:

- Attend TA Council Meetings (monthly on Tuesday night after the Weekend)
- Build Training Teams; Facilitators/PCs/Team Captains/TAs/Interns and manage volunteer responsibilities pre-and post-training weekends
 - a. Manage Training Team Application Process
 - i. Process applications
 - ii. Email Confirmation
 - iii. Coordinate interviews
 - iv. Run Background Checks
 - v. Follow up communication
 - b. Receive Confidentiality Agreements and Medical Release
 - c. Archive documents in database
 - d. Balance teams according to experience level
 - e. Wrap-Up/Archival of Teams
 - f. Anchoring updates (Numbers and Contract anchors)
 - g. Volunteer Feedback
- Responsible for all hotel logistics for the Training Teams
 - a. Team Rooming Assignments
 - b. Room Key
 - c. Breakfast Voucher
- Creating team member handbooks – highlighting process flow from start to finish (includes revising welcome packets)
- Maintain communications with staff for volunteer needs and fulfill those needs



- Develop a Volunteer Plan that includes but is not limited to:
 - a. On-line training videos
 - b. Live training events for all volunteers
 - c. Volunteers Groups such as LGL and SGL
 - d. Recruiting process
 - i. Partner and liaison with LGL, SGL, etc. to recruit and engage volunteers
 - ii. P3 graduating classes
 - e. Volunteer Appreciation
 - f. Volunteer Mentor Programs
 - g. Management of volunteer hours and reporting
- Work with Marketing Manager to ensure that we are “one voice” to the customer and community base
- Responsible for filling all volunteer slots to execute programs – office, cradles, registration, etc
- Provide ongoing support and guidance for volunteers Act as a single point of contact for communications Confer with volunteers to resolve grievances and promote cooperation and interest

COMPETENCY:

- High school graduate, college graduate preferred
- Pathways Core Training Graduate (1 year preferred)
- Experience in creating managing teams, employees, volunteers
- Experience in developing training materials in a variety of mediums
- Excellent communication skills both written and verbal
- Excellent customer care – in person and on the phone
- Experience in managing people
- Excellent organizational skills
- Can work independently and in a team environment
- Delegates responsibilities effectively
- Proven track record in providing excellent customer care
- Commitment to the Mission of Pathways
- Self-reliant, good problem solver and trustworthy
- Ability to lift up to 50lbs. with repetition
- Experience as a TA, a plus

Compensation and benefits are commensurate with experience

To apply for this position, please submit a cover letter and resume to jobs@pathwayscoretraining.org. No phone calls please.