



JOB DESCRIPTION

Position: Manager of Volunteer Programs
Reports to: Director of Programs
Last Updated: July 2020

ABOUT HFNY

Hope for New York (HFNY) mobilizes volunteer and financial resources to organizations serving the poor and marginalized in New York City. Our **vision** is a city in which individuals and communities experience spiritual, personal, social and economic well-being through the demonstration of Christ's love.

HFNY focuses on expanding and deepening partnerships with faith-based nonprofits in NYC (our affiliates) through financial support, volunteer mobilization, capacity building, and collaborative networks. These efforts resource and strengthen HFNY's affiliates with the goal that they are thriving and effective, as measured by incorporation of nonprofit best practices, so that the greatest number of the poor and marginalized in NYC can experience holistic flourishing.

ABOUT THE ROLE

The Manager of Volunteer Programs is a new role on HFNY's Program Team. The role engages with HFNY's 60+ affiliate network to support the affiliates in their design and development of robust, meaningful, well-structured volunteer programs. The Manager of Volunteer Programs will also work closely with the rest of the Program Team to strengthen the work of our affiliates through capacity building, direct grants, and volunteer support.

PRIMARY RESPONSIBILITIES

Volunteer Program Design & Development

- Manage HFNY's volunteer support to affiliates, including program oversight and quality control
- Maintain relationships with affiliate staff responsible for volunteer management across network to ensure strong communication, partnership, and resourcing
- Work closely with HFNY Program Team and affiliates to:
 - Understand current volunteer program needs among the affiliate network
 - Identify new ways volunteers can serve and develop programs and events accordingly
 - Pilot, source, scale and replicate volunteer opportunities across affiliate network
- Work to expand overall volunteer engagement opportunities at affiliates
- Troubleshoot volunteer related programs at affiliates
- Plan and implement seasonal and other special events with affiliates (Thanksgiving, Christmas)
- Partner with other HFNY teams for the successful implementation of key seasonal volunteer initiatives including His Toy Store and Don't Walk By
- Participate in the Don't Walk By planning committee in partnership with the HFNY Mobilization Team and the Rescue Alliance
- Work with HFNY Mobilization Team to ensure the fulfillment of affiliate needs by church partner volunteers
- Assess HFNY volunteer engagement activities, collect feedback from volunteers and affiliate staff to assess the quality and effectiveness of volunteer programs



Volunteer Program Capacity Building

- Oversee the assessment of affiliates' overall volunteer programs, including their ability to effectively recruit, manage, and engage volunteers
- Collect feedback from volunteers and affiliate staff to assess the quality and effectiveness of volunteer programs
- Track volunteer program performance and ensure improvement of volunteer program performance year over year through capacity building and other HFNY resource investment
- Create and implement capacity building initiatives around volunteer management

Volunteer Data Management

- Track and evaluate volunteer engagement outcomes against HFNY organizational strategy and goals as well as each affiliate's organizational strategy and goals
- Utilize Salesforce to track, monitor, and analyze HFNY's volunteer initiatives
- Work with HFNY Operations Team to develop metrics, reports, and dashboards as needed
- Ensure a streamlined volunteer sign-up and user experience for HFNY volunteers

JOB QUALIFICATIONS

- 5-7 years in volunteer management, nonprofit work, business development, administrative role or church staff experience
- Excellent interpersonal and relational skills
- Demonstrated leadership, motivational and coaching skills
- Strong verbal (including public speaking) and writing skills
- Familiarity with New York City's nonprofit sector and faith-based community
- Self-starter, quick learner, diligent worker; able to work independently with minimal oversight
- Thrives under pressure and takes on difficult challenges
- Resourceful and strategic problem-solving ability
- Effectively explains and interprets organizational policies and procedures
- Strong collaborator; demonstrated ability to work with effectively individually and as part of a team
- Ensures consistent and effective follow up with internal and external stakeholders
- Must-have positive and humble attitude; flexible and adaptable; open to feedback
- Proficient in G Suite (Google applications)
- Experience working with databases – (Salesforce preferred)
- Deep commitment to serving the poor and marginalized
- Bachelor's degree

OUR CORE VALUES

- **Collaboration** - We work better when we work together. We encourage teamwork, we share goals, and we learn from each other.
- **Excellence** - We are entrusted to do important work so we strive to do our best. We are stewards of the gifts, talents, and resources we have as individuals and as an organization.
- **Growth** - Everyone on our team has been given unique gifts and talents to offer. We are committed to providing opportunities to learn and grow so we can flourish.
- **Passion** - We have Kingdom ambition to catalyze Kingdom renewal. We set big goals because we want to make the biggest impact we can for the poor & marginalized in NYC.
- **Respect** - We share our ideas and listen to the ideas of others. We communicate with humility, candor, respect, and encouragement.



- **Joy** - We nurture a community where there is meaningful work, celebration, appreciation and recognition.

DISCLAIMER

The preceding job description has been designed to describe the general nature and level of work performed by employee within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the employee(s) assigned to this job. Other duties may be added, or this job description amended at any time.

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause an undue hardship on Hope for New York's business operations.

Employment at Hope for New York is at-will, which means that either the employee or Hope for New York can terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this Job Description should be construed to diminish the at-will employment relationship in any manner.