

# Collinsville Faith in Action



## Vacancy Announcement

### Job Description: Manager of Volunteers

**About us:** Collinsville Faith in Action provides services to community members (at no charge to the client) over the age of 60 and adults with disabilities. Our mission is to help our clients remain as independent as possible. We partner with area churches and community organizations to reach volunteers and clients.

This position would include tasks such as managing day-to-day volunteer assignments and client requests, generating various reports, and maintaining compliance of all volunteers. Further, the Manager would assist volunteers as they transition through each stage of the volunteer cycle including recruitment, orientation, training, retention, appreciation, and transitioning. The Manager would also chair the Volunteer Management committee.

**Schedule:** Manager of Volunteers is a full-time, hourly position. The incumbent is expected to work regularly scheduled office hours as agreed with the Executive Director. The Manager is expected to occasionally be available outside regular office hours to speak to community groups, attend senior fairs, or conduct other similar outreach or enrollment events, and to attend fundraising events.

### Duties/Responsibilities

1. Guide agency volunteer programs by leading and managing through each stage of the volunteer cycle
  - a. Recruitment
  - b. Orientation
  - c. Training
  - d. Retention
  - e. Appreciation
  - f. Transitioning (to new roles within the agency)
2. Manage day-to-day volunteer assignments and client requests using volunteer management program(s), e.g., Assisted Rides
3. Review, revise, and distribute guidelines to new volunteers and new clients, conduct new volunteer and new client intake, and maintain volunteer and client files
4. Assisted Rides Software duties to include
  - a. Update throughout workday to reflect volunteer assignments and new client requests
  - b. Generate reports for board, executive director, funders, and supporters as needed

- c. Maintain compliance of all volunteers, e.g., current proof of insurance, up-to-date background checks
  - d. Communicate effectively with volunteers, clients, and organizational team
5. Document reports of dissatisfaction or concern from clients regarding volunteers and respond appropriately with both client and volunteer
6. Oversee annual or bi-annual data collection from volunteers, analyzing data and generating appropriate reports
7. Participate in annual data collection from clients of CFiA with the Executive Director, analyzing data and generating appropriate reports
8. Take actions to recruit volunteers from at least the following:
  - a. Churches and faith centers in the community (all denominations)
  - b. Retired Senior Volunteer Program (RSVP) and Programs and Services for Older Persons (PSOP)
  - c. United Way
  - d. JustServe.org
  - e. Current volunteers
  - f. Civic organizations such as Rotary, Kiwanis, etc.
  - g. Youth groups such as 4-H, National Honor Society
  - h. Townships and cities (Maryville, Collinsville, Caseyville)
9. Lead orientation of all new volunteers and offer ongoing training to seasoned volunteers
10. Lead training of new volunteers according to their interests
  - a. Drivers
  - b. Shoppers
  - c. Visitors
  - d. Phone Friends
  - e. Office workers
  - f. Newsletter and other bulk mail assembly
  - g. Minor Home Repair
  - h. Future additional programming as created by the agency
11. Participate and engage with National Volunteer Caregivers Network (NVCN) and Illinois agencies that are part of NVCN or offer similar services as CFiA
12. Regularly enroll in, attend, and participate in professional development opportunities with agencies including but not limited to
  - a. Metropolitan Volunteer Management Association (MVMA)
  - b. National Volunteer Caregivers Network (NVCN)
  - c. AgeSmart
  - d. Send Me St. Louis
  - e. United Way
13. Review, revise, and update recruitment literature, orientation material and training material

**Qualifications, Knowledge, Skills, and Abilities:**

1. Knowledge and skill equivalent to completion of four years of college, plus at least one year of work experience; however, a high school education plus six years of work experience, including two or more years in a related field, may be acceptable. Volunteer experience will also be considered toward work experience.
2. Potential to pursue/maintain certification and/or other continuing education as appropriate (e.g., seminars to develop skills in specific areas; certifications as needed)
3. Demonstrated reliability, organization skills, and ability to work well with other team members, board members, volunteers, and clients
4. As a service organization for seniors and disabled adults, ability to deal patiently, politely, and professionally with care receivers, volunteers, and others
5. Strong writing skills
6. Ability to make engaging informational presentations and represent the program in the community through public speaking and personal contacts
7. Ability to set limits for care receivers, volunteers, and self within guidelines of the program
8. Computer skills including proficiency in MS Office and ability to learn software products aligned with the work of managing volunteers
9. Ability to function on a professional level with minimal supervision
10. Ability to communicate effectively and work well with other agency team members
11. Collinsville Faith in Action requires reliable transportation as well as valid driver's license and auto insurance (minimum liability coverage of \$100,000 per individual/\$300,000 per accident) or state ID
12. Must document auto liability insurance in compliance with current employer requirements
13. Spanish-English bilingual skills preferred
14. Active member of local church, synagogue, or faith-based organization preferred

**Physical Requirements:** Although the position is primarily sedentary, some physical activity may be required for transporting and set-up of items for various events. May be required to lift 40 pounds.

**Travel:** Some travel for training purposes may be required. Some travel within the local service area may be required for recruiting events and training. Travel-related expenses are reimbursable in accordance with applicable regulations.

**FLSA/Overtime:** Non-Exempt. Hours in excess of 40 hours a week must be preapproved and will be paid at the regular hourly rate plus half.

**Equal Employment Opportunity:** Collinsville Faith in Action is an equal opportunity employer and provides reasonable accommodation to applicants with disabilities. CFiA does not

discriminate against clients, volunteers, nor employees based on race, gender, or religious practices and beliefs.

To apply, please contact:

[Lbrennan@fiacollinsville.org](mailto:Lbrennan@fiacollinsville.org):

618-344-8080

Collinsville Faith in Action

c/o Lisa Brennan

233 N Seminary Street

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Please contact no later than September 1, 2023.