



## **Volunteer Manager**

Ypsilanti Meals on Wheels (YMOW) promotes the general welfare and enhances the quality of life of older adults in our community by identifying, developing and providing culturally sensitive nutrition services and related in-home support. YMOW is seeking a nonprofit volunteer recruitment professional to join our leadership team.

### **Position Description**

Under the guidance of the Operations Director, the Volunteer Manager will engage in activities to identify, recruit, and maintain volunteers in support of all aspects of YMOW operations.

### **Volunteer management**

- Develop systems and anticipate needs of staff to recruit, maintain, train, onboard, and engage volunteers, working closely with members of operations and other departments to develop meaningful engagement opportunities for operational support, events, special projects, and virtual activities
- Developing meaningful engagement opportunities for community members, students, interns, corporate groups, including in-person or virtual activities that align with needs, priorities, and goals of both volunteer and organization. Over 300 total volunteers yearly.
- Coordinate and assist in ongoing supervision of volunteers, including interns and students
- Develop systems for staff to effectively supervise and manage volunteers, including assisting with planning and managing volunteer orientation, training, recognition, and reporting
- Conduct required background and reference checks; maintains files for compliance and audits, and prepares reports
- Develop and prepare educational materials for volunteer training and continuous engagement
- Develop monthly volunteer newsletter to recruit new volunteers, communicate needs within organization, promote fundraising and event activities, and educational or training opportunities
- Develop and design materials and social media posts relating to program promotion and volunteer recruitment
- Respond to volunteer inquiries in a prompt and professional manner
- Create, maintain, and update volunteer records including personal profiles, schedules, hour records, onboarding checklists, and regular training activities
- Report data and success of volunteer program
- Thank and recognize volunteers during events, Volunteer Appreciation Week and Month, newsletter spotlights, and Volunteer of the Quarter award

### **Outreach, Fundraising & Development**

- Develop and maintain community, university, and corporate partnerships
- Coordinate and conduct presentations and/or tours for community, university, and corporate partnerships designated to promote the mission of YMOW, recruit volunteers, or solicit donations

- Engage and support volunteers to organize benefits and in-kind drives to mobilize support for organizational and client needs
- Assist with grant writing activities related to volunteer management
- Assist with planning and coordinating small fundraising activities designed for volunteer involvement

### **Competencies and Attributes**

- Associate degree or higher. Two years' work experience may be substituted for education
- Two to Five or more years' experience in a non-profit setting with a proven track record of successful project management
- At least one year of volunteer management
- Ability to exercise a high degree of judgment and diplomacy as well as maintaining the highest integrity and ethics
- Experience leading and directing a diverse volunteer pool
- Valid driver's license with clean driving record
- Microsoft Office Suite proficiency
- Social Media knowledge

### **Desired/Preferred Qualifications**

- Four year degree in Health and Human Services
- Experience working with a volunteer fundraising board
- Knowledge of Volgistics or other volunteer software
- Knowledge of Adobe Acrobat
- Familiarity with the the Ypsilanti area

### **Additional information**

The above list of duties is intended to describe the general nature and level of work performed by individuals assigned to this classification. It is not construed as an exhaustive list of duties performed by the individuals, nor is it intended to limit or modify in any way the right of any supervisor to assign, direct, and control the work of employees under his/her supervision.

Full-time work will be considered for this position. Compensation is commensurate with experience. Employee benefits for full time employees, covered completely by YMOW, include: base medical and dental, short-term and long-term disability coverage. Tiered medical and dental plan coverage is available. Paid vacation and personal time. Additional benefits include a 401k/403b with up to 3% matching and a cell phone stipend.

Salary range starting at: \$40,000

The position will be open until filled. To apply: Send an email to [info@ymow.org](mailto:info@ymow.org) and include in the subject line: "YMOW VM Submission." **Replies to this job posting should include a resume and cover letter in order to be considered.**

*Ypsilanti Meals on Wheels is an equal opportunity employer, and complies with all applicable federal and state laws regarding nondiscrimination. Ypsilanti Meals on Wheels is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status in employment or program delivery.*