

Volunteer Manager Job Description

Duties and Responsibilities:

- Develop a budget and assess available resources for the volunteer program activities
- Conduct continuous evaluation of the programs and services delivered by the volunteer and implements corrections when necessary
- Develop and implement effective strategies to recruit volunteers with the right skills at the right time to match the interest of the organization
- Train staff to work effectively with volunteers on each program and resolve any conflict or misunderstanding without bias
- Enlighten and clarify staff and volunteers on their roles and responsibilities to all stakeholders, in alignment with the goal or objectives of the organization
- Ensure that volunteers and staff are well supervised and check-in as at when due and meet up with the tasks given
- Research and draft volunteer policies and procedures, including risk assessments
- Generate income, write funding bids, and raise funds to ensure the sustainability and viability of each project
- Maintain an up-to-date database and use this information to monitor and evaluate activities; and write reports for funders and trustees
- Design formal or informal activities to recognize the contributions of volunteers to the organization
- Organize profile raising events to attract new volunteers and raise funds
- Ensure that the welfare of volunteers is high, and perform any other administrative activities.

Volunteer Manager Requirements – Skills, Knowledge, and Abilities

- Minimum of two to three years managerial or related work experience in a non-profit or charitable organization, most preferably as a volunteer manager

- Strong communication skills – written and verbal, which will be useful in creating handbooks, training manuals, and other program materials
- Strong analytical, leadership and planning skills
- Ability to multi-task and work under pressure in a fast-paced environment
- Strong computer skills and proficiency in word processing, database management, spreadsheet applications, and Raiser's Edge or other fundraising software
- Attention to details and a clear understanding of the sector; commitment to the organization; and ability to handle information confidentially
- Strong interpersonal skills and ability to deal with a diverse type of people
- Excellent organizational, time management skills, and ability to cope with limited resources, seize opportunities and think creatively
- Good work ethics, a flexible and non-judgmental approach to people
- Ability to work effectively as part of a team and also take initiatives when the need arises
- Driving skills may be required for visiting organizations and assisting volunteers with travel.