

Director, Volunteer Program, Position Description

The Director, Volunteer Program, is responsible for ensuring that ECHO is effectively fulfilling its Mission to support neighbors in need by maintaining a cadre of volunteer talent sufficient to accomplish the ECHO mission in the most efficient, effective means in accordance with the ECHO vision and values. The Director, Volunteer Program, oversees, supports a process that begins with identifying the volunteer talent required for the ECHO mission, recruiting that talent, helping “onboard” the new talent, and concludes when the volunteer leaves ECHO.

In effectively managing the Volunteer Program to ensure ECHO has the right talent to meet its mission of helping neighbors in need, the Director has the following responsibilities:

- **Develop and implement** goals and objectives for ECHO’s volunteer program which reflect ECHO’s mission, vision, and values.
- **Coordinate** with the department Directors and the Vice President for Planning/Development to maintain up-to-date information on the volunteers ECHO requires to help its neighbors in need.
- **Administer** the ECHO volunteer program:
 - Maintain volunteer policies and procedures, including: volunteer forms, volunteer position job descriptions, volunteer handbook and a code of conduct.
 - Maintain volunteer orientation materials and work with the Directors to develop and administer program-specific volunteer training materials, as needed.
 - Maintain the Volunteer Database.
 - Through appropriate outreach platforms, ensure ECHO volunteers remain up-to-date on volunteer policies, procedures, goals and objectives.
 - Develop and implement a volunteer recognition program appropriate for our all-volunteer organization.
 - Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations.
- **Recruit** Volunteers:
 - Educate congregations, donors, community at large about ECHO’s volunteer needs.
 - Use public domain media, to include job search sites (e.g., LinkedIn, Indeed.com, etc.), to advertise volunteer opportunities online, and attend job fairs with the objective of engaging target audiences that can help meet volunteer needs.
 - Work with social, civic and local organizations to develop partnerships, where appropriate, to recruit volunteers.
- **Oversee** the process for the Volunteer Coordinator to “hire” new volunteers.
 - Implement a screening process for potential volunteers according to accepted screening standards and practices.

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- Maintain an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualification, and interests of the potential volunteers and the needs of the organization.
- **Orient** Volunteers:
 - Ensure department leads conduct orientation sessions, along with tours of the building to help new volunteers get settled into their roles.
 - Develop a program for new volunteers to cross-train them in a different ECHO section as a way to introduce new volunteers to ECHO and its mission, vision, and values.
- Oversee the ECHO Teen Program through coordination with the Teen Program Mentors to help ensure the program mutually supports developing in the students a healthy spirit for community service while helping support ECHO's needs.

The Director, Volunteer Program, should have at least 5 years' experience working as a volunteer or paid Social Worker or community services worker, and experience managing a multi-shift organization.