

Position Description: Volunteer Program Manager – April 2022

About Boston Cares:

Boston Cares partners with nonprofits and schools to expand their impact by mobilizing diverse people to collaboratively address our community's critical needs. Founded in 1991, Boston Cares has mobilized people to provide over 1.3 million hours of service to the Greater Boston community addressing education and economic opportunity gaps, providing basic daily needs, connecting community members, and more. Our primary programs include our Hands At Work corporate engagement services providing customized project management for 60+ companies annually; our signature Calendar program engaging over 4000 individuals in flexible volunteer opportunities; and our Allies for Immigrants program providing English language tutors to immigrants. In 2022, we're rolling out a new strategic plan focusing on impact, equity, and the role volunteerism can play in building strong, resilient communities.

Position Summary:

The Volunteer Program Manager will play a key role in the implementation of Boston Cares' programming for volunteers and implementing our strategic plan with particular focus on volunteers serving through our signature Calendar program offering 300+ monthly opportunities in partnership with schools and nonprofits across the Boston area. Reporting to the Director of Corporate & Community Engagement, the Volunteer Program Manager will focus on ensuring strong volunteer engagement that helps our partners meet community needs while building a community of strong volunteers. Key responsibilities include:

Volunteer Program Management:

- Serve as the primary contact for Calendar volunteers and Volunteer Leaders
- Manage volunteer recruitment initiatives to fill partner needs and build a more diverse volunteer corps, including marketing, attending volunteer fairs, and community outreach
- Coordinate New Volunteer Orientations including training facilitators, overseeing scheduling, and ensuring annual and monthly goals are met for new volunteers oriented and volunteers serving after orientation
- Manage & implement systems to engage, recognize, and retain Calendar program volunteers
- Coordinate new training opportunities for volunteers focused on diversity, equity, inclusion and justice
- Provide volunteer recruitment and support for special events, such as MLK Day of Service and 9/11 Day of Service
- Manage and grow Volunteer Leader corps including recruitment, training, and development of leadership opportunities
- Manage marketing and communications relating to volunteer recruitment & engagement including through social media, our weekly e-newsletter, and the Boston Cares website
- Support the application for and management of grant funding that supports the Calendar program (providing data, brainstorming grant-fit, implementing funded initiatives)
- Track and manage volunteers in our Salesforce-based system, HandsOn Connect
- Run reports and monitor programming progress with dashboards
- In partnership with programs team, implement new database updates and uses of the technology

Corporate Program Support:

- Recruit & train Corporate Project Leaders (part-time, paid leaders for corporate events), with particular focus on project management and facilitation skills
- Lead corporate volunteer events on-site and virtually; support project prep as needed
- Support volunteer data entry for corporate volunteer engagement

Organization Support:

- Recruit, train and manage Northeastern Co-Op students serving working in 6-month Program Assistant roles
- Serve as a staff liaison on a Boston Cares Board Committee
- Support special initiatives as needed
- Be an active member of the Boston Cares Staff team – 12 members, including co-op students, Commonwealth Corps members, and part-time program staff

Preferred Qualifications:

- 1-3 years' experience working with volunteers and/or nonprofit programming
- College degree or comparable work experience
- Interest in volunteerism and community engagement
- Commitment to justice and equity
- Strong written and verbal communication skills
- Comfort with technology and interest in learning new platforms and skills
- Interest in working both independently and as part of a small team in a fast-paced environment
- Excellent interpersonal skills
- Skills to manage multiple projects at once and prioritize tasks
- Occasional weekend and evening availability (advance notice given)
- Ability to lift and move project supplies (up to 30 lbs) and be standing throughout the day
- Valid driver's license
- Fully vaccinated per CDC definition

Compensation & benefits: \$44,000 annual salary, generous & flexible PTO policy, employer supported health & dental insurance, basic life insurance, optional additional coverage options, and more. Boston Cares currently offers a hybrid work environment with expectations for staff to be in our Charlestown office 2-3 days/week.

To apply, please send resume and cover letter to Laura Keith at laura.keith@bostoncares.org. Cover letter should address why you're interested in the opportunity and highlight applicable skills and experience. Applications will be reviewed on a rolling basis to fill an immediate opening. No phone calls please.

Boston Cares offers Equal Employment Opportunities (EEO) without regard to age, race, color, national origin, gender (including pregnancy, childbirth or medical condition related to pregnancy or childbirth), gender identity or expression, religion, physical or mental disability, medical condition, legally protected genetic information, marital status, veteran status, military status, sexual orientation, or any other factor determined to be an unlawful basis for such decisions by federal, state, or local statutes.