



Heart of the Valley Inc.

Job Description

Job Title:	Volunteer and Outreach Manager	Date: 1/1/2019	Wage/Salary: Exempt/DOE
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BRIEF JOB SUMMARY: Responsible for overall management and enhancement of the volunteer program, community education and outreach activities in order to promote the mission of Heart of the Valley. Position reports directly to the Executive Director. Tuesday – Saturday Schedule.

THE OVERALL STRENGTH LEVEL OF THIS JOB IS: MEDIUM

(Medium duty is considered 25 lbs. or more) You must be able to lift and carry 40 pounds for 100 feet; bend and reach; walk on uneven surfaces, safely handle cats and dogs while displaying appropriate responses to a wide range of behaviors; and work in an environment with daily changes in climate.

Essential Job Functions (include but not limited to the following):

VOLUNTEER PROGRAM

1. Identify and develop meaningful, mission-based opportunities that aim to engage and empower shelter volunteers.
2. Evaluate volunteer needs and recruit accordingly; establish and execute effective recruitment and training programs.
3. Maintain effective communication among shelter staff to promote an informed and engaged team. Promote a respectful and supportive environment between volunteers and staff.
4. Support the Animal Services Coordinator in the recruitment, training, scheduling, and support of volunteers at the Off-Site Adoption Center.
5. Support the Animal Services Coordinator in the recruitment, training, and support of Foster Volunteers.
6. Manage Community Service Volunteer Program. Screen Community Service volunteers to promote a healthy work environment.
7. Address volunteer concerns in a timely and respectful manner; ensure volunteers are complying with policies and procedures, especially as they relate to safety and creating a positive work environment.
8. Manage and maintain an accurate and up-to-date volunteer database, including appropriate liability forms for all.
9. Conduct regular volunteer orientations and trainings. Evaluate individuals to assess interests and capabilities in order to empower volunteers by placing them in positions in which they are likely to succeed.
10. Develop and maintain up-to-date volunteer handbooks and other resources that comply with shelter policies and procedures.
11. Schedule and facilitate Group Volunteer Events on a case-by-case basis to promote engaged community groups and meet the needs of the shelter.
12. Monitor volunteer performance and use feedback from volunteers and HOV staff to improve the volunteer program’s effectiveness.
13. Provide conflict resolution procedures to deal with volunteer conflict in a timely and respectful manner.
14. Train and support Staff Mentors in their oversight, training, and support of volunteers.
15. Write and distribute ten (10) issues of The Volunteer Scoop – Heart of the Valley’s volunteer newsletter.

COMMUNITY OUTREACH & MARKETING

1. Implement the HOV Marketing & Communications strategy to include social media, website and earned media.
2. Develop, organize, support and execute outreach events that strengthen the relationship between HOV and the greater HOV community. Coordinate these activities with the Development and Operations Departments as needed. Outreach events include and are not limited to: Kitten Shower, Santa Paws, Farmers Markets, Parades, Events.
3. Manage the HOV website and social media platforms.
4. Oversee the purchase and sale of HOV branded items to be sold in the shelter and at community events.

HUMANE EDUCATION

1. Supervise and support the following programs, including and not limited to: on-site functions such as Birthday Parties, Shelter Tours, Community Presentations, Pet Pal's Summer Day Camp, and off-site functions such as farmer's markets, parades, etc.
2. Provide shelter tours and humane education presentations to youth, as requested.

Qualification Requirements: *(To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.)*

- Must agree with and be committed to the mission, policies, and goals of HOV.
- Experience in marketing, community outreach and volunteer management.
- Demonstrated personal communication skills to include knowledge of interviewing techniques, public speaking, skill in writing, and ability to express thought orally in a clear manner.
- Able to work in a fast paced, changing environment.
- Demonstrated ability to be creative, flexible and well organized.

Special Machines, Tools, and Equipment Used: Computers, standard office equipment, audio visual equipment.

Job Demands:

Requires:

- Tuesday – Saturday schedule
- Ability to work independently and as a team
- Excellent organizational skills; clear and effective communication skills
- Computer literate
- Genuine desire to work for the welfare of shelter animals
- High level of professionalism and sound judgement
- Enjoy interacting with volunteers, clients, donors, employees and members of the general public.

I understand the requirements of this position. I also understand that the duties listed above may not be all inclusive of the duties I will be required to perform.

Signature: _____ **Date:** _____

Employment Disclaimer: *This job description is not a contract – management reserves the right to change it contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability or status as a disabled veteran of the Vietnam era. This organization is an Equal Opportunity Employer.*