



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



Position Title:	Director of Volunteers and Engagement
Department:	Administration/Volunteers
Supervisor:	CEO
FLSA:	Full Time /Exempt/Salary
Wage:	\$90,000-\$95,000 Annual DOE

Since 1974, Samaritan House has grown to become San Mateo County’s leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House, we strive for excellence and leverage community resources to find and implement creative solutions for our community’s needs. We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Volunteerism is the heart of Samaritan House providing a motivated, valuable and exemplary workforce. Our vision is to continue to be the premier local volunteer organization of choice. Under the general supervision of the CEO, the Director of Volunteers and Engagement, is responsible for directing and leading the strategic direction and operations of the Agency’s volunteer program and sub programs including volunteer experience, service delivery, program development and management, volunteer events and other related activities while continuing to build on existing efforts and plans. This includes forecasting, planning, outreach, recruitment, placement, orientation, training, reporting, analysis, evaluation and support for all volunteers in the program. This position must be able to perform hands on work as well as serve as a strategic partner in achieving the Agency’s goals.

The Director of Volunteers and Engagement has a great external facing role with our community, corporate partners and funders. This position must successfully collaborate with various volunteers including the Board of Directors. This position will develop new strategies and initiatives to recruit, retain and increase volunteerism, corporate partnerships and family engagement. This position will collaborate closely with the Director of Development, playing a key role in ensuring the coordination of volunteer and development efforts to cultivate and enhance funding from foundations, corporate and major philanthropic organizations.

Engagement Programs include youth and family focused services through programs including but not limited to San Mateo’s largest Holiday Toy Distribution serving over 3,500 youth and the WEE Care Program. WEE Care provides empathic learning through donation drive support for more than 30 local Elementary and Middle Schools in San Mateo. The Director of Volunteers and Engagement will lead the strategic efforts to build and extend the WEE Care Program to include dedicated curriculum and service learning projects to share with partner schools. Volunteer event management is important to continued engagement of a volunteer work force. This position will execute existing volunteer events including any additional events needing development in strategic support of the Agency’s Volunteer Program goals.

CANDIDATE QUALIFICATIONS

Preferred job requirements and qualifications for the position are as follows:

Education and Licenses-

- Minimum of four-year college degree preferred- Extended experience may substitute in some cases.

Experience-

1. Five+ years of proven successful volunteer program management for small-to-medium-sized community organizations, which includes the development, implementation, delivery and evaluation of successful volunteer program operations and systems.
2. Five+ years of experience in program development and management, specifically working with youth programs.
3. Five+ years of experience and proven success working with a nonprofit Board of Directors and executive level volunteer committees.
4. Five+ years of experience supervising staff and volunteer workforces.
5. Five+ years' experience with event planning and large supply stock management
6. Five+ years' experience with transitioning volunteers toward Fundraising Development Goals
7. Bilingual Spanish and English desirable but not required.

Knowledge, Skills and Abilities-

1. Excellent and professional communication skills both written and verbal. Ability to successfully communicate with constituents of various levels and diverse experiences. Excellent writing skills.
2. Good interpersonal, relationship building skills. Ability to create and maintain excellent relationships with all constituents of various backgrounds, skills, levels and personalities; excellent customer service. Ability to work independently and within teams, strong initiative.
3. Ability to present in individual and group settings including to high-level constituents.
4. Strong analytical skills with ability to extensively analyze business processes and workflows.
5. Strong understanding of data and numerical information, including ability to develop, manage and produce reports.
6. Excellent organizational, multi-tasking and prioritization skills required. Strong attention to detail, follow-through, proactive problem solving skills and creativity. Ability to meet timely deadlines.
7. Excellent professional boundaries.
8. Ability to work in a fast-paced work environment and successfully maintain professionalism and positive attitude at all times.
9. Ability to exercise appropriate and timely judgment.
10. Conduct business within agency values, professionalism, high integrity and ethics.
11. Ability to be adaptable and flexible within an ever-changing work environment.
12. Ability to work a flexible schedule including evenings, early mornings, weekends and holidays as required.
13. Candidate must be able to travel between the Agency's various sites; valid driver's license, good driving record and a registered and insured vehicle required.
14. Proficiency in the following software platforms: Microsoft Office Suite, email, volunteer management software, CRM or volunteer management database in a web/cloud-based environment.

PHYSICAL REQUIREMENTS, WORK ENVIRONMENT & BACKGROUND CHECK

Incumbent must have the physical, visual and auditory ability to perform the essential functions of the job and respond to emergencies with or without reasonable accommodations. Candidates must be able to provide information for and engage the Agency's Back Ground Check Process. Reference checks are performed prior to commencement of employment.

Activities may include but not limited to repetitive hand/arm motion, extended periods of standing, sitting, occasional travel, occasional bending, pulling, pushing, reaching, lifting and carrying up to 20 pounds, walking, writing. Incumbent must be able to work in a high stress and fast paced work environment. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.

ESSENTIAL FUNCTIONS OF THE POSITION

Volunteer Program, Data Administration and Work Force Management

1. Direct the operations of the Volunteer Program and any related services ensuring the development, implementation, delivery and evaluation of its sub-programs and systems. Forecasting and strategic planning of Samaritan House's volunteer program initiatives. Direct, plan and coordinate volunteer activities with the integrated marketing plan and annual calendar of development activities.
2. Management and leadership of volunteer work force includes- recruitment, on boarding, placement, retention, supervision, development, evaluation, recognition and off boarding of agency volunteers; ensure placement is based on volunteer personal interests, skills and charitable passions. Maintain volunteer files (past and present); use the donor database and volunteer database for tracking.

3. Evaluate the volunteer needs of each department/program and in collaboration with Program Directors and or Managers manage volunteer staffing/placement within departments- this will include the develop and facilitation of single day volunteer activities and longer term assignments for individuals and groups.
4. Manage Volunteer Data, analysis and reporting: Ensure the documentation of all volunteer data including but not limited to the maintenance and tracking of volunteer work schedules, hours served, workforce size and turnover and any other general information. Report management includes providing analysis, outcomes, data and metrics on trends or any other related subject as requested.
5. Develop and execute meaningful volunteer opportunities/positions in collaboration with Executive Team and site managers; identify new volunteer positions and tailor current volunteer job descriptions to program.
6. Acquire, build and maintain successful and meaningful volunteer relationships with new and current community partnerships including but not limited to organizational groups, schools, universities, congregations, companies and corporations; Identify and develop innovative ways to utilize groups of various sizes and companies in Samaritan House programs.
7. Manage the volunteer experience: Work side by side with volunteers to establish a united presence and commitment to volunteerism. Talk to volunteers, clients and staff to understand volunteers' needs and ensure they receive the message that they are important contributors to the mission of the agency.
8. Manage volunteer online recruitment program and calendar system for regularly occurring volunteer jobs

Holiday Program, WEE Care and other Engagement Programs

9. Direct the operations of the Holiday Program, WEE Care, Kids Closet and any other related family/youth engagement programs and services. Ensure development, implementation, delivery and evaluation of sub-programs and systems.
10. Forecasting and strategic planning of Samaritan House's Holiday and Engagement program initiatives. Direct, plan and coordinate volunteer activities for Holiday and Engagement Programs with the integrated marketing plan and annual calendar of development activities.
11. Direct and Manage the Holiday Program to include recruitment, leadership, large-scale event development and execution, scheduling and placement of annual holiday program volunteers.
12. Holiday program management performed in collaboration with Executive Team members, Program Managers, Holiday Coordinator, and Holiday Registrar as needed to ensure successful execution of the Annual Holiday Program.
13. Develop and manage a Service Learning volunteer program that will integrate university students and help them better understand social services.
14. Management of the Wee Care Program which includes building and extending the WEE Care Program to include dedicated curriculum and service learning projects to share with partner schools.

Development, Events and Donations

15. Management of volunteer events: plan and coordinate Volunteer Event(s) which will highlight, appreciate and recognize volunteers for their service and tenure with the organization. Play a key role in the planning and integrating of volunteers into agency events as appropriate.
16. Direct and execute family engagement events including but not limited to Back Pack Drive, Holiday Toy Drive, Bike Event and any other relevant events.
17. Deliver tours of Samaritan House facilities and programs for volunteers, guests, and special groups, as needed.
18. Operate and manage the solicitation and coordination of in kind donations in collaboration with other departments as needed. Plan the distribution of these donations to programs or as assigned by Agency Policy.
19. Work with board members in on-going volunteer activities and strategies.
20. Ensure successful relationships and continuous communication with volunteers and assist in the request for funding from them.
21. Actively collaborate with Board of Directors to further volunteerism within the organization. This includes the education of program and service delivery and the direct correlation to fundraising.
22. Leverage volunteerism at various fundraising events or agency activities.

Administrative

23. In collaboration with the CFO, manage Volunteer budget within fiscal policies and protocols.
24. In collaboration with the Director of Human Resources, ensure FLSA and DOL compliance as applicable; develop, and manage an Intern program.
25. Recruit, supervise, develop, and evaluate any volunteer department staff- Volunteer Coordinator and on call data support. Manage staff issues in collaboration with Director of Human Resources.
26. Outreach and representation for Samaritan House at volunteer recruiting events, community and civic meetings.
27. Collaborate with other agency department activities and special events where needed.
28. Attend any internal or external meetings or trainings as assigned.
29. Represent the Executive Leadership Team- attend Board and appropriate community meetings. Represent Samaritan House in the community in a positive and professional manner with the overall Agency Strategic goals in mind.
30. Report any incidents/accidents immediately - within 24 hours.
31. All other duties as assigned.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE Attn: Director of Human Resources 4031 Pacific Blvd. San Mateo, CA 94403

E-mail: hr@samaritanhousesanmateo.org

Facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*

EMPLOYMENT TERMS AND BENEFITS

This position is regular full time, salaried, exempt; Work hours for this position are generally Mon-Fri 8:30am to 5:30pm and as needed will include weekday evenings, weekend days/ evenings, and Holidays as assigned. Benefits include Medical, Dental, Life/AD&D/LTD; Voluntary Benefits include Retirement/Match Program, Vision, and AFLAC salary protection programs. Paid Time Off Benefits Includes: nine paid holidays per year; and a 1st year PTO allowance of 22 days.