



Volunteer & Outreach Manager

JOB DESCRIPTION

Department: Program
FSLA Status: Exempt

Job Status: Full-time
Reports to: Community-Based Programs Director

Work schedule:

Office Hours generally 8:30 a.m. – 5:30 p.m. Evening and weekend hours required to meet program objectives or for special events. (As an exempt employee, one can reasonably expect to work more than the core hours stated.)

MISSION STATEMENT

To enhance the lives of those who have experienced the death of a loved one.

POSITION SUMMARY

In keeping with the purpose, mission, and vision of Bo's Place, the Volunteer & Outreach Manager is responsible for the coordination and implementation of the volunteer program and outreach initiatives, communication related to volunteer program and outreach initiatives, and additional administrative responsibilities. The Volunteer & Outreach Manager is a full-time position under the supervision of the Community Based Programs Director.

RESPONSIBILITIES

Volunteer Program and Outreach Initiatives:

- Develops and manages the Volunteer Program and Outreach budgets.
- Assesses organizational need and capacity for volunteers (volunteer facilitators, kitchen volunteers, special project volunteers, ambassadors, etc.).
- Coordinates recruitment, orientation and training, appreciation, and retention of volunteers to meet the needs of the grief support programs, development department, and administration of Bo's Place.
- Responds to volunteer inquiries. Schedules and conducts volunteer Interviews & Tours.
- Coordinates and manages volunteer application process, background checks, and trainings.
- Organizes and supervises logistics of all volunteer facilitator training weekends (2-4 times a year) and other scheduled volunteer trainings.
- Maintains all volunteer records and statistics (contact information, volunteer hours, demographic information, compliance with required trainings, and current background checks, etc.) in Apricot database.
- Prepares monthly statistical reports for staff leadership team and the board of directors.



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- Coordinates organization and setup of kitchen for all group days/nights and sponsored meals.
- Coordinates and oversees individual, corporate, and group volunteer opportunities (including The Junior League of Houston, Inc. and National Charity Leagues, scout projects, etc.)
- Coordinates and oversees appreciation initiatives for volunteers (i.e., birthday and volunteer recognition, etc.) and assists with Appreciation Fiesta.
- Supports and helps staff community education and outreach efforts.
- Serves as an ambassador/advocate, representing Bo's Place in the community.

Communications:

- Develops and manages the communication plan for the volunteer program and for outreach initiatives.
- Develops volunteer and outreach content for the Bo's Place newsletter, Volunteer Update, Bo's Brags, and Heartstrings communication vehicles.
- Develops volunteer and outreach content for flyers, Bo's Place social media platforms, and website.
- Manages Bo's Place Volunteer Facebook group and volunteer portal on website.
- Develops and administers annual volunteer survey.
- Coordinates logistics for Outreach Committee, sending calendar reminders and agendas and taking and distributing minutes of meetings.

Administrative:

- Participates in weekly clinical staff and development staff meetings, as well as monthly Outreach Committee and staff meetings.
- Attends and staffs fundraising events, as requested.
- Performs other duties as requested by the Community-Based Programs Director.

QUALIFICATIONS

- Graduate degree in social work, counseling, psychology, or marriage and family therapy preferred. Bachelor's degree in Human Resource Management, Business, Marketing, Public Relations, or related discipline considered.
- A minimum of 2-3 years volunteer management or related work experience in a non-profit or charitable organization preferred.
- Ability to establish priorities, work independently, and proceed with objectives with minimal supervision.



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- Highly proficient in MS Word, Excel, Power Point, and comfortable in online platforms (i.e., Zoom, CE-Go) and database processing (i.e., Apricot) with strong working knowledge of computer software for word processing, spreadsheets, and mail merge. Familiar with creation and maintenance of Google Forms and other web-based platforms.
- Flexible and able to maintain a supportive, helpful attitude while working with a variety of staff and volunteers.
- Strong organizational skills, good presentation skills. Excellent verbal and written communication skills.
- Strong team orientation, with ability to provide and accept feedback and to work collaboratively.
- Integrity, warmth, positive outlook, compassion, and a good sense of humor.
- Bilingual in Spanish a plus.
- Current Texas State license in professional field a plus. Opportunities exist for a mental health professional in this role to be trained and provide support for Information & Referral Line and coordination of grief support groups. Malpractice insurance coverage would be required at maximum level.

PLEASE EMAIL RESUME TO: info@bosplace.org



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