



Neighbor Services Manager

Job Description

The Neighbor Services Manager will be responsible to develop and maintain a comprehensive recruitment, orientation, training, retention, and recognition plan for individual and group volunteers and to assist with overall flow of daily neighbor services programming and related database management.

Reports to: Associate Director

Hours and Salary Class: 25-35 hours/week, salary exempt

Compensation and Benefits: \$17-\$20/hour, paid time off

Responsibilities - Volunteer Facilitation

- Creates and executes a comprehensive volunteer recruitment plan
 - Collaborates with program leadership to develop and maintain a comprehensive list of volunteer serving opportunities
 - Develops and maintains appropriate collateral materials for recruitment of volunteers
 - Uses marketing tools such as social media, outreach programs, e-mails, and volunteer databases to publicize opportunities to serve
 - Maintains volunteer management software system with accurate volunteer opportunities
 - Attends speaking opportunities, activities, and events within the community to present the organizational mission and recruit volunteers
 - Develops and maintains strong, positive relationships with collaborative partners, churches, and individuals
 - Serves as primary point of contact for all requests to volunteer or collaborate and ensures a timely and accurate response
- Responsible for interviewing potential volunteers, placing volunteers in different roles based on their qualifications and providing a thorough orientation reflective of the Victory Ministries' mission and core values
 - Conducts potential volunteer interviews and tours, providing accurate information about serving opportunities and the organizational mission
 - Matches volunteers to opportunities that suit their skill sets, ensuring they understand their responsibilities and receive proper training
 - Develops orientation kit, introductory programs, and handbook for successful volunteer orientation
 - Oversees volunteer performance and provides corrective feedback when necessary
- Oversees volunteer scheduling, hours tracking and reporting

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- Collects volunteer demographic information, availability, skills, and background checks
- Maintains an up-to-date volunteer database in the volunteer management software system
- Documents volunteer training and updates necessary records to ensure compliance with all federal, state, and local regulations
- Develops and maintains complete and accurate volunteer policies, procedures, position descriptions, and standards of conduct
- Creates volunteer schedule and records all volunteer hours worked
- Develops and provides to management monthly and annual reports on all individual and group volunteer activities to include number of volunteers, number of hours, and in-kind contribution value of service
- Coordinates all volunteer recognition activities
 - Creates comprehensive retention plan that outlines various opportunities for regular volunteer recognition
 - Plans, coordinates, and hosts volunteer appreciation events, training opportunities and other large-scale volunteer activities

Responsibilities - Neighbor Services

- Responsible for cultivating overall hospitable and positive neighbor experience
 - Assists with overall flow of neighbor services programming
 - Provides continued program analysis and suggestions for positive improvements
 - Supports programming initiatives, especially those focused on education, relational connections, and hospitality
 - Trains volunteers on best practices, policies, and procedures regarding neighbor services
- Manages all Neighbor Services database software systems
 - Works to ensure accuracy of information and optimization of systems
 - Provides necessary demographic and program usage reporting
 - Trains volunteers on database software systems

Core Competencies:

- Excellent Communication and Relationship Building skills
- Excellent Organization and Project Management skills. Attention to Detail
- Self-Management and Time Management skills
- Strategic Planning
- Social, Cultural, Relational and Self-Awareness

Qualifications:

- High School Diploma or equivalent, required
- Previous management experience preferred
- Advanced computer skills and previous software system management preferred
- Must exhibit qualities in alignment with Victory Ministries core values
- Must be in full agreement with the Victory Ministries Statement of Faith

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Working Environment: Office environment, limited travel required, possible speaking engagements away from premises

Disclaimer and Authorization

The preceding description is not designed to be a complete list of all duties and responsibilities required. I understand that I may be required to perform other duties as assigned.

By signing below, I acknowledge receipt of this job description and understand it is my responsibility to seek clarity for any parts of this description that I do not understand.

Signature

Date

Printed Name