



Working Together Toward Lasting Solutions to Homelessness
Vision: Interfaith Partners Deeply Engaged in Transforming Our Communities
Values: Compassion, Equity, Integrity, Faith Driven, Transformation

Job Description

Position: Volunteer Program Manager	Department: Community Based Center
Reports to: Chief Program Officer	Hours per week: 40
Position Type: X Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	X Exempt <input type="checkbox"/> Nonexempt X Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary

ORGANIZATIONAL DESCRIPTION

Associated Ministries is a key agent of transformation in Pierce County, committed to function effectively as a sustainable organization, by engaging authentic interfaith relations and effective partnerships, and championing equitable moral leadership to help build a thriving community.

Racial Equity is a high priority for us. We have had a team of staff and board members working on our anti-racism and equity efforts for several years. Our mission is “working together toward lasting solutions to homelessness.” Since people of color are disproportionately likely to become homeless, we must address this as part of our mission. It is a priority of AM to lead with a racial equity lens in all our programing, including our volunteer based programs.

Associated Ministries is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, national origin, sex, sexual orientation, age, marital status, veteran status, or the presence of any sensory, mental or physical disability, or the use of a trained guide dog or service animal by a disabled person.

JOB SUMMARY

Volunteers are an essential component of Associated Ministries (AM). In addition to the various volunteer positions that support other programs and departments, AM has three volunteer based programs in the Community Based Center that are almost entirely volunteer-run. These programs are:

- **Paint Tacoma Beautiful (PTB)** – provides free, exterior painting to moderate- and low-income homeowners in Tacoma from May – September. This program mobilizes 400 volunteers to paint 27 houses each year.
- **Shared Housing (SH)** – a year-round program that provides affordable housing options to youth and young adults experiencing homelessness by matching them with volunteer hosts who house them in a spare bedroom. This program recruits 20 Host Homes each year.
- **Volunteer Income Tax Assistance (VITA)** – provides free income tax preparation services to moderate- and low-income taxpayers throughout Pierce County from February – April. This program mobilizes 150 volunteers to prepare 2,000 tax returns each year.

The Volunteer Program Manager oversees the implementation and success of these programs, and manages the involvement of volunteers generally throughout Associated Ministries. The responsibilities of the Volunteer Program Manager fall into the following categories:

- Program & People Management
- Grant Management & Fundraising
- Organizational Planning
- Administration

The expectation for this position is that all of the job duties and responsibilities will be led with a racial equity lens.

JOB DUTIES and RESPONSIBILITIES

Program & People Management

- Ensure staff are on track to meet program outcomes and goals through the use of project management tools that measure progress, and report monthly on outcome measurements.
- Provide guidance and support to staff on how to meet program outcomes and goals, and when necessary, do what is needed to carry out duties when staff cannot.
- Meet with staff regularly, individually and as a team.
- Conduct performance reviews for staff twice per year.
- Foster the development of staff to meet personal and career goals.
- Address personnel issues among staff in trauma-informed ways.
- Collect feedback from staff, volunteers, and clients to assess program needs.
- Create and modify program designs, systems, and processes as needed to increase efficiency and/or address needs.
- Build and maintain positive relationships with existing and potential program partners to amplify impact.

Grant Management & Fundraising

- Fulfill all contract and grant requirements for programs in a timely manner. This includes:
 - Renewing existing grant and contract applications
 - Submitting grant and contract reports
 - Preparing for and participating in grant and contract monitoring processes
- In partnership with the Development Department, plan and execute additional fundraising strategies such as sponsorship solicitation, and online fundraising campaigns.
- Gather data and stories to support fundraising efforts of volunteer programs.

Organizational Planning

- Develop and implement plans to deepen and expand volunteer involvement through Associated Ministries in order to:
 - Carry out our Volunteer Purpose Statement: To create opportunities for meaningful service that foster personal and community transformation.
 - Integrate the broader community through volunteerism into all the different programs and events of Associated Ministries.
 - Amplify mission and strengthen the work of Associated Ministries through volunteerism.
- Evaluate all aspects of volunteer programs, and create and implement plan to address any inequities within the service delivery and/or recruitment of volunteers.
- Ensure collection of data on volunteer programs to analyze effectiveness, and develop and implement plans to address ineffectiveness.
- Survey staff regularly to assess needs for volunteer assistance.
- Provide support in setting strategic goals and initiatives for the agency around volunteerism and community engagement.
- Participate in internal committees and workgroups to integrate program services and support the agency's overall strategic plan.

Administration

- Develop and monitor the annual budgets for community based programs.
- Ensure volunteer and client records are kept organized and up to date.
- Develop and maintain infrastructure to promote stability among volunteer programs, such as:
 - Succession plans
 - Standard operating procedures
 - Written policies
 - Standards of volunteer service
- Ensure the Maintenance of Volunteer Job Descriptions for each volunteer assignment.
- Manage online communications, including dedicated webpages on Associated Ministries' website, social media and other technology.

Other Duties

- Other duties as assigned.

SKILLS AND WORK EXPERIENCE REQUIREMENTS

- 1 year grant writing and managerial experience
- Experience recruiting, training, and mobilizing large numbers of volunteers from a variety of sources to support time-limited projects.
- Demonstrated leadership skills, including task delegation and the ability to take initiative.
- Ability to think critically and make sound decisions.
- Excellent written and verbal communication, presentation, and public speaking skills.
- Highly organized with ability to coordinate several complex, overlapping work assignments with minimal supervision and good attention to time management
- Familiarity with and sensitivity to the constituency of Associated Ministries, including diverse ethnic and religious backgrounds.
- Must be dependable, reliable, and flexible as job demands may require some availability on weekends and evenings.
- Proven ability to provide own transportation to and from work, as well as to meetings and events.
- Ability to work well with a diverse group of staff and volunteers.

SKILLS AND WORK EXPERIENCE PREFERENCES

- Knowledge of various denominations and functions of the church community.

EDUCATIONAL REQUIREMENTS

BA/BS plus two years of relevant work experience required. Associates Degree with highly relevant work experience/ expertise may be considered. Volunteer management and/or community organization experience highly preferred.

EQUIPMENT USED

- Desktop and /or laptop computer
- Photocopiers and other office equipment

COMPENSATION

Salary Range: \$57,722 to \$69,463 per year

Benefits: Health insurance, pension, and generous benefit package as detailed by Staff Handbook.

APPLICATION PROCESS

This position will remain open until filled. The first review of applications will be August 24th. Application must include a cover letter and resume addressing position requirements. Send to: Associated Ministries, 901 South 13th Street, Tacoma WA 98405, or e-mail all to ShaeF@AssociatedMinistries.org. No phone inquiries, please.