

CROSSOVER

Healthcare Ministry

Position/Title: Volunteer Manager

Supervisor: Director of Resource Development and Communications

Status: Full-Time

About CrossOver Healthcare Ministry:

CrossOver Healthcare Ministry provides compassionate, high quality healthcare to the medically underserved in our local community through the operation of two medical clinics; one in the City of Richmond and one in Henrico County. CrossOver is a 501(c)(3) non-profit organization that offers comprehensive healthcare services to its patients, including: primary care, specialty care, dental, vision, behavioral health, HIV/AIDS care, OB/GYN, medications and medications management, and social work and case management.

Position Summary:

The functions of the Volunteer Manager position are to strategize, recruit, screen, onboard, support, and recognize volunteers within CrossOver's two healthcare clinics, administrative areas, and special events. This position will maintain systems, volunteer supervision, and relationships with staff and volunteers that will support the effective use of volunteer time and talents to further the mission of CrossOver, and provide its volunteers with a positive volunteer experience.

Key Responsibilities of Position:

Volunteer Management (75%)

- Develop, implement, and maintain volunteer programs in support of CrossOver's services, to include leveraging employed staff through intensive use of volunteer resources;
- Work with employed staff to identify volunteer needs;
- Actively recruit, screen, and match volunteer skills with CrossOver's needs;
- Design and lead volunteer orientations and ongoing training opportunities for volunteers;
- Develop and provide relevant training and resources to employed staff to prepare them to effectively manage and retain volunteers;
- Follow up with designated types of new volunteer placements at three months;
- Maintain accurate volunteer files including licensing requirements and management of the volunteer database;
- Lead volunteer program strategic planning, evaluation, and policies and procedures;
- Organize year-round volunteer recognition opportunities including recognition events, personalized recognition, volunteer birthdays and milestone anniversaries, and monthly volunteer snapshots;
- Demonstrate continuous effort to improve operations, decrease volunteer turnover, streamline work processes, and work collaboratively with staff to provide a quality and seamless volunteer experience;
- Maintain the volunteer section of CrossOver's website with up-to-date information;
- Manage the Neighborhood Assistance Program (NAP);
- Coordinate internships, residents, and other student placements.

Community Engagement (25%)

- Regularly attend and participate in Development Committee meetings;
- Provide management and strategic direction for volunteer workgroups and the Young Professional Council;
- Develop and implement a speaker's bureau to fulfill speaking requests from the community;
- Coordinate CrossOver's back-to-school program;
- Identify and attend appropriate community events, initiatives and partnerships where CrossOver should have a presence, with the intention of utilizing these opportunities to grow CrossOver's outreach efforts and pipeline of constituents for development activities.

Skills, Knowledge, and Abilities:

- Extensive volunteer program management experience – demonstrated proficiency with principles and best practices of volunteer management;
- Self-motivated and goal oriented – able to attend to multiple priorities; manage well under pressure; meet deadlines; work independently;
- Excellent verbal and written communication skills – strong presentation and training skills; ability to provide clear instructions for volunteer assignments; strong interpersonal skills and the ability to effectively collaborate with a wide range of individuals and constituencies in a diverse community;
- Highly collaborative style – able to constructively give and receive feedback; able to coordinate multiple moving parts of the volunteer program by working with clinic and administrative staff, as well as a variety of volunteers and volunteer groups;
- Ability to recruit, encourage, and effectively leverage volunteers to complete projects;
- Strong organizational skills – able to maintain accurate records; skilled in prioritizing; detail oriented.

Minimum Qualifications:

Bachelor's Degree in related field. Ability to multi-task and work in a fast-paced environment. Strong organizational skills and attention to detail. Excellent written and verbal communication skills and the ability to communicate effectively with a diverse constituency. Proficient computer skills and experience working with Microsoft Office Suite (Word, Excel, etc.).

Salary: Salary range is \$40,000 to \$45,000 with compensation based on experience.

Benefits: Generous sick, vacation, PTO, health, dental, and vision insurance. 401k option available after one year of employment. CrossOver does not pay relocation expenses.

How to apply: For consideration, please send resume, cover letter, and salary requirements to mmann@crossoverministry.org by November 30, with an email subject line of "Volunteer Manager". No phone calls please.

Website: www.crossoverministry.org