**Talent Manager of Volunteer Workforce**

The Talent Manager of Volunteer Workforce will oversee all aspects of the organizations volunteer program including recruiting, training, and supervising volunteers.

**Skills/Qualifications**

* Experience in volunteering and recruitment
* Excellent communication and interpersonal skills
* Excellent organization and team-building skills
* Ability to work well with a diverse group of staff and volunteers
* Ability to work productively in an unstructured environment with frequent interruptions
* Excellent verbal and written communication skills
* Excellent organizational skills and attention to detail
* Strong leadership skills with ability to motivate and encourage others
* Passion for developing employees
* Deep understanding of and passion for the issues facing POC clients

**Essential Job Duties**

* Communicate with all departments of the organization to identify available opportunities and needs for volunteers
* Recruit volunteer staff to fit these roles using a variety of resources and techniques
* Place volunteers in different roles based on their qualifications
* Gather information about each volunteer’s skills, availability, and goals; matches volunteers with opportunities that optimize their contributions as well as development of the volunteers
* Utilize relationships and connections with community partners to identify future placement opportunities for volunteers in line with their goals
* Ensure volunteers understand their responsibilities and receive the proper training
* Schedule, coordinate, and assign volunteers to appropriate departments, supervisors, and/or mentors
* Regularly communicate with volunteers to ensure placement is a good fit for individual’s skills and goals
* Perform periodic evaluations of volunteers; manage performance of volunteer staff and provide constructive feedback
* Mentor high potential volunteers and work with them to identify potential career paths
* Maintain files, records, applications, and other data concerning volunteer program
* Draft, maintain, and publish guidelines, best practices, and procedures for volunteer program
* Coordinate volunteer recognition and appreciation events and activities
* Keep pulse of community and clients and cultivate strong relationships within community
* Organize training and lead on-the-job training
* Identify professional development opportunities for volunteer staff
* Ensure volunteers are satisfied by creating a health working environment
* Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
* Provide ongoing support and guidance for volunteers
* Act as a single point of contact for communications with volunteers
* Confer with volunteers to resolve grievances and promote cooperation and interest
* Provide quality volunteer experience that will enhance reputation of POC in community