

## Water Street Mission Job Description Volunteer Manager, Residential Ministries

**Summary:** The Volunteer Manager, Residential Ministries connects groups and individuals interested in service with areas of need on campus through effective onboarding, training and development of volunteers in cooperation with other departments at WSM. The Volunteer Manager teams to plan community building events in coordination.

**FLSA Status:** Full-Time, Exempt

**The Volunteer Manager must be:**

1. Willing to sign Water Street Mission's Statement of Faith.
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support Water Street Mission's core values and ministry philosophy.

**Essential Duties:**

- Recruitment of volunteers, including advertising, screening, interviews and evaluations
- Oversee the scheduling process for volunteers and connect with Enrichment Center, Access Center and Residential Ministries Directors to identify volunteer needs
- Manage the onboarding process for volunteers who are committed to a regular schedule of service
- Volunteer communications including newsletters, postings and special events
- Schedule & communicate with Chapel partners
- Conflict management as needed for volunteers
- Encourage and equip WSM staff in expression of volunteer appreciation
- Inspire creative use of volunteers' skills
- Work with the Administrative team to launch guest enhancements
- Coordinate special events that build community between guests, staff and volunteers
- Participate in periodic public speaking engagements for the ministry
- Other duties as required

**Time Allocation:**

- Onboarding, communicating, scheduling & developing volunteers 50%
- Planning guest related events & social programs 50%

Reports to: Mission Project Manager

**Education/Experience/Skills:** A minimum of an Associate's Degree and/or three consecutive years' experience working with volunteers; Bachelor's Degree preferred. Organizational skills, ability to communicate via strong interpersonal relationship skills in groups and with individuals in person, by phone and through email. Fluency in computer software including Microsoft Office and database programs. Experience in teaching adults, leadership and organizational management preferred.

**Physical Demands:**

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

- Weekend and evening availability - *frequently*
- Stand, walk, or sit - *continuously*
- Use hands to finger, handle, or feel - *continuously*
- Lift and/or move up to 35 pounds - *occasionally*

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### ***Christian Life:***

Water Street Mission is a privately funded 501(c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry that is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and purpose statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of Water Street Mission.
- Subscribe to the Water Street Mission Statement of Faith and Qualifications of Employment upon hire and continuously while employed.
- Adhere to the Water Street Mission Employee Handbook.