Latino Community Association

Position Description
Volunteer Manager

The Volunteer Manager (VM) is primarily responsible for recruiting, interviewing, training, and coordinating our volunteer corps to support the programs, events, and activities that advance our organizational goals. The VM’s role is all about communication and follow-up: communicating with our volunteers, as well as with our clients and staff. Because of this, being bilingual in English and Spanish is a critically important requirement for the job. Other key responsibilities include monitoring, evaluation and reporting of outcomes.

This position is 40 hours/week, depending on available funding. The work schedule is flexible, but requires regular day, evening and occasional weekend work. The VM can be based in any Central Oregon office, but serves all of the Central Oregon region - primarily Bend, Redmond, Madras, and Prineville.

COMPENSATION
The pay rate is $43,000-$48,000 (depending on qualifications) plus benefits with opportunities for increases dependent on performance. Benefits include: matching employer contribution to a 401K retirement plan, paid time off, health insurance, and an annual health expense stipend. Work-related mileage will also be compensated according to the regional or county prevailing rate. This does not include mileage between work and home.

PRIMARY RESPONSIBILITIES
General Responsibilities (50%)

- Develop effective communication processes to maintain consistent contact with all volunteers via telephone, texting, email, social media, local community events and other planned outreach activities.
- Work with staff team to determine organizational needs, priorities and volunteer assignments.
- Manage Galaxy Digital, the volunteer database, by posting volunteer opportunities, tracking volunteer hours, and generating reports.
- Update volunteer profiles and input paper applications into Galaxy Digital.
- Work with staff to ensure education classes and clinics have the support they need.
- Check in regularly with volunteers to identify needs, concerns, and record successes.
- Ensure program quality through surveys and/or interviews with volunteers.
- Conduct follow-up activities to measure impact and get participant feedback.
- Track volunteer participation and outcomes.
- Report volunteer program status on a quarterly basis or as requested by the Executive Director (ED).
- Celebrate and recognize our volunteers in meaningful ways.
- Monitor and evaluate systems, approaches, etc. in your work and make improvements.
- Contribute to an orderly office environment and a functional, supportive staff/volunteer team.
- Help ensure a welcoming, accessible, and organized environment at LCA events/activities/classes.
- Perform duties necessary to ensure timely communication and good organization, including answering phones and checking messages and email regularly.
- Other duties as assigned.
Volunteer Management (20%)
- Develop and/or manage procedures for welcoming, screening, training, onboarding, and assigning volunteers to projects.
- Plan and implement activities and communication procedures to ensure a functional, supportive, and effective volunteer team.
- Develop and supervise procedures for tracking volunteer hours and evaluating and reporting volunteer impact.
- Schedule periodic volunteer social activities to build camaraderie and recognize contributions.

Event Support (20%)
- Participate in and identify key volunteers for event committees, including, but not limited to, the annual Gala de Oro, Latino Fest, and Empowering Families Luncheon.
- Participate in the planning of annual events.
- Support day-of event coordination for large events.
- Work closely with the Development Manager and event committees to ensure events have the volunteer support needed.

Volunteer Training (5%)
- In conjunction with the ED, board members, and program staff, plan, coordinate and supervise volunteer onboarding orientations and training opportunities.
- Develop and lead periodic volunteer trainings to ensure awareness regarding LCA mission and goals, cultural competency and how our volunteers can help us achieve service excellence.
- Record training outcomes and share notes with volunteers unable to attend.

Outreach & Recruitment (5%)
- Market LCA volunteer opportunities to recruit candidates.
- Coordinate with community partners and businesses to develop outreach opportunities.
- Speak periodically on local Spanish radio and other media outlets to promote LCA volunteerism.
- Present to community/civic groups to raise awareness and invite new volunteers.

Requirements
- Bilingual (English/Spanish) written and spoken
- Bi-culturally (preferred) or bi-culturally aware
- Understanding of immigrant Latinx issues, challenges, and opportunities
- Volunteer management and/or supervisory experience
- Public presentation experience
- Familiarity with common computer programs (MS Word, Excel, online tools), and social media.
- Professional and friendly disposition
- Ability to communicate effectively by telephone, email, and in-person
- Team-player mentality and collaborative can-do approach to work
- Organized

Preferred Qualifications
- Bachelor's degree and/or suitable experience in volunteer or other human service/management
- Certificate in volunteer management
- Experience living in Central Oregon with established professional/personal connections.
- Experience volunteering for a charitable human service organization.
- Familiarity with volunteer management software and/or other databases.
- Graphic design experience (creating fliers, social media posts, etc.)

**To apply for this position,** send the following materials via email to Brad Porterfield, Executive Director by way of our Administrative Assistant, Daniel Altamirano, at daniel@latinocommunityassociation.org Please write *Volunteer Manager* in the email subject line.

- **Cover letter** highlighting how your qualifications fit the position and why you think you are the best person for the job.
- **Detailed resume** that speaks to the qualifications and responsibilities listed above.
- **Contact information** for two or more professional references.

This position will be open until filled, but **complete applications received by June 7, 2023 will receive priority consideration.** For more information about the Latino Community Association, visit [www.latinocommunityassociation.org](http://www.latinocommunityassociation.org)

*Updated 5-15-23*