



## **JOB DESCRIPTION**

**Job Title:** Volunteer Director

**Supervisor:** Executive Managing Director

**Expectations:** Part time

### **Job Purpose:**

The Wings of Hope Ranch Volunteer Director is responsible for facilitating volunteer onboarding, assignments, training, and communication.

The Volunteer Director position is ministerial in nature and is an integral part of our leadership team. It is critical for any Wings of Hope Ranch staff member to agree with, sign and demonstrate our core values and biblical principles which are outlined in our organizational Statement of Faith.

### **Mission Statement:**

Minister to children facing challenges through relationships with rescue horses.

### **Essential Functions and Responsibilities:**

- Collaborate with the Development Director to coordinate tours of Wings of Hope Ranch and attend events hosted by outside organizations to recruit volunteers
- Following up with prospective volunteers
- Coordinate the onboarding of new volunteers
- Coordinate with appropriate staff to assign new volunteers to their program, event, barn chore, or facility shift.
- Coordinate ongoing volunteer trainings with either staff or outside instructors (any outside instructors must be approved by appropriate staff)
- Maintain volunteer credentials
- Coordinate with appropriate staff on distribution volunteer apparel
- Maintain constituent database
- In conjunction with the Executive Managing Director, write appropriate volunteer related policies and procedures, training materials, instructional videos, etc.

- Administer volunteer surveys then analyze and distribute the results to appropriate staff
- Conduct exit interviews with volunteers
- Coordinate volunteer appreciation activities, send acknowledgements of life events (sympathy, birthday, etc.)
- Identify potential volunteers for special projects
- Facilitate conflict resolution among volunteers
- Process incident reports
- Attend at least one Program Session weekly annually to maintain a working knowledge of the role of session volunteers.
- Participate in a barn chore shift twice a month to maintain a working knowledge of the role of a barn volunteer.
- Participate via written report, in person, or virtually in the BOD meeting
- Participate in a scheduled staff meeting called and conducted by the Executive Managing Director
- Participate in routine staff reviews conducted by the Executive Managing Director
- Provide a written staff report as requested by the Executive Managing Director
- Comply with all relevant Wings of Hope policies and procedures

### **Skills and Qualifications:**

- Have a minimum of a High School Diploma or GED
- Previous experience in volunteer coordination or team leadership preferred
- Ability to manage volunteers, ensuring appropriate delegation and completion of tasks
- Ability to work compassionately, cooperatively and tactfully with staff and partners
- Ability to communicate effectively with individuals, with small groups, and to larger audiences via in person, virtually, and social media.
- Self-starter and team implementer
- Pass a criminal background check
- Sign and agree with the Wings of Hope Ranch Statement of Faith
- Shall profess a personal relationship with Christ and a faith that is evident in congregational involvement, and workplace behavior and attitude

- Shall demonstrate high character and integrity, be capable of effective and respectful interaction across diverse theological and interpersonal perspectives, be able to exhibit humility and competence concurrently, and be a proven leader
- Ability to promote the core values of Wings of Hope Ranch
- Preferably proficient with computer programs including: Microsoft Office, VolunteerMatters, Jotform, Bloomerang, etc.
- Strong verbal and written communication skills
- Motivated self-starter
- Works well with a small staff team
- Skilled in conflict resolution

**This position is under a 90-day trial period where either party may terminate employment for any reason**

*NOTE: The Volunteer Director is paid the set amount outlined in this document to complete the duties described herein. Any duties performed over and above these paid duties are not required by Wings of Hope Ranch and are done as a volunteer. For example, if the Volunteer Director would like to volunteer in an additional session, help at an event, or similar activities usually covered by volunteers, these activities are by choice and not paid.*

*Approved Board of Directors: 09/16/2024*