



Job Description: Volunteer Manager

Job Title: Volunteer Manager – (Downtown Raleigh or Knightdale)

Reports to: Asst. Campus Director & Campus Director

Classification: Exempt

Organization Mission & Culture: Raleigh Rescue Mission believes every role is a Christian ministry and every team member is essential. All team members are expected to have a personal relationship with Jesus Christ, affirm our Statement of Faith, and live out our Core Values of compassion, prayer, collaboration, excellence, and development. We seek humble, adaptable individuals who are committed to faithful, excellent service in both work and life.

Role Summary:

As the Volunteer Manager you lead the strategy, implementation, and daily operations of volunteer engagement at the Raleigh Rescue Mission. This role recruits, trains, and supports volunteers and manages in-kind donations that enhance programs and reduce operational costs. The Volunteer Manager balances strategic leadership with hands-on involvement to ensure exceptional volunteer and client experiences that support long-term client stability.

Essential Job Functions:

Volunteer Engagement & Development

- Recruit, onboard, train, and retain individual and group volunteers, including churches, businesses, and civic organizations.
- Aligning volunteer roles with program goals through needs assessments and partnership with Client Success Team.
- Develop and execute volunteer engagement, recognition, and retention strategies.
- Identify, document, and manage volunteer roles aligned with Mission and client needs.
- Ensure all volunteer and in-kind donation inquiries are followed up within 48 hours.
- Communicate regularly with volunteers to provide support and resolve issues.
- Manage major volunteer-driven events and seasonal outreaches, including holiday programs.
- Holiday programs: Christmas gift program, Meal Packing around Easter, Thanksgiving & Christmas season
- Represent Raleigh Rescue Mission through community presentations, tours, and outreach opportunities.

Program & Operational Support

- Coordinate volunteer scheduling, communications, and registrations in partnership with the Assistant Volunteer Manager.
- Maintain volunteer records, service hours, and reporting using the volunteer management system.
- Support in-kind donation inventory, organization, and identification of ongoing needs.
- Oversee volunteer-related website content and online applications.
- Oversee the organization and communication of monthly client activities and events.

Leadership and Team Development

- Lead, coach, and develop volunteer team.
- Conduct regular one-on-one meetings, training, and team-building activities.
- Train all Raleigh Rescue Mission team members on effective volunteer engagement practices.
- Collaborate cross-functionally to gather feedback and continuously improve the volunteer and client experience.

Adapt and Ensure Progress

- Work closely with Client Success, Vocational Training, and other departments to align volunteer support with program goals.
- Review feedback from staff, clients, and volunteers to improve the volunteer and client experience.
- Step in as needed to assist with general Mission operations and emergent needs.

Education and Experience:

- Bachelor's degree or equivalent combination of education and experience
- 3+ years of relevant experience in volunteer management, nonprofit work, or event coordination
- Strong leadership, organizational, communication, and project management skills
- Proficiency in Microsoft Office; Salesforce experience preferred
- Ability to manage multiple priorities in a fast-paced, changing environment
- Proactive problem-solver; comfortable with change and ambiguity
- Valid NC driver's license and ability to drive a 12 passenger van; must pass MVR checks and report loss of driving privileges immediately

Physical Requirements:

- Ability to lift up to 50 lbs.
- A typical shift will require sitting, standing, walking, and utilizing a laptop, sometimes for an extended period of time.
- Ability to use hands to lift, guide, and assist clients/children with assignments and life skills.
- Ability to maneuver around furniture/closets and kneel, squat, stoop, or bend at the waist.
- Ability to drive to appointments and offsite events.

Work Environment & Schedule:

- Primarily on-site work; includes indoor/outdoor activity and occasional inclement weather.
- Residential setting; may require assistance during adverse conditions (e.g., plumbing issues, illness outbreak); noise may be high.
- Schedule: Monday–Friday, approximately 45+ hours/week; one weekend every four weeks; three holidays per year; occasional early/late meetings.
- FLSA exempt employees are accountable for performance outcomes rather than hours worked and do not earn compensatory time for hours over 40 in a work week.

This job description is not intended to be a complete statement of all duties and responsibilities. It is subject to change at any time.