DIRECTOR OF VOLUNTEER SERVICES

Reports to: Executive Director
FLSA Status: Exempt
Hours: Full-time

SECU Family House provides affordable housing, support and respite for family members and patients at UNC Hospitals. The 40-bedroom facility creates a comfortable, inviting, family-like environment to help families feel at home and foster a strong community. The Family House Volunteer Program is a critical part of the network of support for families in residence at SECU Family House.

We have immediate need of a Director of Volunteer Services to join our executive team. The Director of Volunteer Services oversees all aspects of the volunteer program and is responsible for developing plans to expand the program during the capital campaign and building phase, and shall implement those plans after completion of the new building. He or she must be a consummate networker and communicator to initiate, develop, and maintain cooperative relationships with key constituencies.

Responsibilities include:

- Recruitment, coordination, and retention of an active volunteer base, developing job functions and job descriptions, interviewing and selecting volunteers, making job assignments and reassignments

Recruitment
- Initiates and maintains contact with local businesses and service groups in the Chapel Hill community including churches, civic groups, Greek organizations, public and private schools and their clubs to generate interest in providing volunteer services to SECU Family House
- Networks within the community to recruit new house volunteers and meal providers
- Reviews volunteer applications and interviews prospective volunteers
- Assigns volunteers and volunteer groups to jobs and tasks consistent with the needs of the house

Coordination
- Develops overall scope of volunteer program in current and expanded facility
• Explore new ways to enhance the guest experience as the house grows
• Increase corporate meal provider participation in the meal program
  – Identifies volunteer jobs needed in consultation with the Director of House Operations and other staff
  – Develops job descriptions and qualifications
  – Maintains communication with volunteers on a daily basis
  – Oversees Meal Program
  – Schedules volunteer groups on online Google Calendar (entertainment volunteers, pet therapy volunteers and others)
  – Maintains electronic Volgistics calendar, filling volunteer shifts as needed
  – Creates volunteer newsletter to recognize volunteers and volunteer groups, and to share house news and announcements

Retention
  – Plans and implements volunteer recognition events and strategies including Volunteer of the Year Award and activities for National Volunteer Appreciation Week
  – Serves as a liaison between volunteers and staff concerning questions, conflicts and ideas
  – Ensures that volunteers have necessary resources to complete tasks
  – Recognizes volunteers on Facebook, in volunteer communications and in Family House publications (impact report, brochures, videos)

Training and Development
  – Develops orientation and training programs for volunteers
  – Identifies and implements ongoing and specialized training as required
  – Implements a program evaluation system soliciting volunteer feedback (volunteer satisfaction survey)
  – Facilitates volunteer job reassignments as necessary

• Manages volunteer budget and expenses

Additional Responsibilities
  ▪ Assists the Director of House Operations and Executive Director in ensuring a safe, warm, nurturing environment for house guests
  ▪ Contributes programming and family services ideas to Director of House Operations and Executive Director
  ▪ Coordinates house volunteers for special events
  ▪ Serves on Operations Committee (board sub-committee)

Qualifications
  ▪ Proven team leader and team player
  ▪ Demonstrated ability to work well with and manage volunteers
  ▪ Strong written and verbal communication skills
Attention to detail
Knowledge of the Chapel Hill community
Proficiency with Microsoft Word, Excel, PowerPoint. Knowledge of Adobe Illustrator
Physical requirements include the ability to climb stairs and stand/walk for extended periods of time; lift up to 20 pounds occasionally
Ability to function in an active work setting
Ability to effectively deal with varying constituencies, some of whom will require high levels of attention, patience, tact and diplomacy to resolve issues

To Apply:

Please submit cover letter and resume by email to the attention of:

Michele Flynn
Human Resources Administrator
SECU Family House at UNC Hospitals
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