



## **Volunteer Program Manager**

Heading Home, a non-profit organization based in Albuquerque, aims to make experiences of homelessness rare, short-lived and nonrecurring in New Mexico. Heading Home is seeking an energetic, detail-oriented team player to manage Heading Home's growing [volunteer program](#).

Primary Job Responsibilities Include:

### **Volunteer Program Oversight**

- Set volunteer recruitment goals, implement recruitment strategies, track and report progress
- Serve as primary point of contact for all volunteers, both groups and individuals, including being on site when volunteers are present
- Coordinate relationships between staff and volunteers, including identifying staff needs for volunteers
- Train and supervise all volunteers and continue developing materials that respond to the unique needs of Heading Home's growing volunteer program
- Develop volunteer retention and stewardship strategies, track and report progress
- Maintain accurate and up-to-date records in eTapestry of required volunteer information and volunteer hours
- Develop community education program focused on deepening understanding of homelessness, targeted towards both volunteers and the broader community
- Expand the [Home Team Program](#) – Home Teams are teams of 2 to 4 volunteers who provide social support to newly-housed neighbors as they adjust from living on the street to living housed
- Manage relevant communications

Successful applicants should possess the following qualities:

- Dedication to volunteerism
- Demonstrated ability to organize, delegate, give direction and implement feedback
- Ability to work independently with minimal supervision
- Proactive in identifying and executing duties as needed
- Strong attention to detail
- Comfortability with a high level of multi-tasking.
- A positive attitude and be committed to Heading Home's mission and values.
- Requires ability to occasionally work evening hours and weekends
- Excellent interpersonal, communication, and time management skills. Proficient computer skills including Microsoft office.
- Former experience with volunteerism or membership engagement are valuable experience assets.

This position is Full-time (40 hours/week). Pay range is \$13-\$15 per hour, with hiring at entry- to mid-level. Benefits include substantial paid time off; partial health, dental and vision; 3% Simple IRA match; and life insurance.

Replies must include a Cover Letter. Please submit Cover Letter demonstrating writing ability along with resume to [katiek@headinghome.org](mailto:katiek@headinghome.org) for consideration. Position open until filled.