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**COMMUNITY ACTION AGAINST RAPE**

(DBA “The Rape Crisis Center”)

JOB TITLE: **Volunteer and Hotline Manager**

Reports To: Executive Director FLSA: Exempt

Effective: January 1, 2015

**Summary:**

This position is responsible for oversight of all aspects of volunteer recruitment, training, management, recognition, and retention. In addition the position is the primary oversight for scheduling and functioning of the hotline and hospital response. The position supports The Rape Crisis Center’s efforts to have the most well trained and well-functioning volunteer program in the community.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Core duties and responsibilities include the following. Other duties may be assigned.

* Daily communication with volunteers at all stages of the volunteer and recruitment process.
* Regular communication with other RCC staff to determine and assign volunteer projects and engage volunteers in meaningful activities to support the work of The Rape Crisis Center.
* Awareness and participation with community organizations involved in volunteer management best practices and recruitment efforts.
* Collect and track necessary data on outreach requests, volunteer hours, etc. for grant reporting purposes.
* Coordinate and participate in volunteer training a minimum of 3 times per year.
* Assistance with overall crisis response to victims of sexual assault by phone and at the hospital.
* Responsible for development of bi-weekly on-call and coverage schedule, including coordination of back-ups and regular communication with answering service.
* Responsible for ongoing volunteer education and recognition.

**SUPERVISORY RESPONSIBILITIES:**

This position supervises up to 30 volunteers at any given time as well as several paid advocates (to be phased out).

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

* Analytical - Synthesizes complex or diverse information; Collects and researches community resources and best practices and state of the practice information on volunteer recruitment, training and retention; Uses intuition and experience to complement resource knowledge.
* Problem Solving - Identifies and resolves problems in a timely manner, and assists volunteers in doing so; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
* Project Management - Develops volunteer care plans; Coordinates projects and cases; Communicates changes and progress.
* Use of Technology – Is able to utilize current volunteer management and training technologies to their best effect, including webinars, online volunteer management software and other tools and techniques to recruit, engage, and communicate with volunteers.

Interpersonal

* Client and Customer Service - Manages difficult or emotional volunteer, client and customer situations; Responds promptly to needs; Be attuned to the specific needs of volunteers and keep other agency staff and leadership informed and responsive.
* Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Maintains excellent collaborative relationships with other RCC staff to assure smooth transitions for volunteers; Remains open to others' ideas and tries new things.
* Oral and Written Communication - Able to communicate and understand volunteer management system and communication mechanisms; Responds well to questions; Participates in meetings; Writes clearly and informatively; Puts out excellent and error free written work product; Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback.

Self-Management

* Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.
* Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
* Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
* Dependability - Follows instructions, Responds to management direction; Completes tasks on time or notifies appropriate person with an alternate plan.
* Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' buy in.

**QUALIFICATIONS:**

To perform this job successfully, an individual must have necessary knowledge, skills, and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

Bachelor's degree from an accredited four-year college or university in business, human services, social work, or related field preferred, a minimum of two years’ experience in victims services and/or volunteer management preferred, or equivalent combination of education and experience. Ability to communicate fluently in English required, ability to communicate in Spanish a plus.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, stand, and sit; reach with hands/arms and talk/hear. The employee is occasionally required to balance; stoop, kneel, crouch. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level and lighting in the work environment is usually moderate. An alternative work schedule may be preferred for this position, which will definitely include evening and weekend work.

**ACKNOWLEDGMENT:**

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities as presented.  I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive.  I also understand that job responsibilities and requirements may change at any given time based on organizational or departmental needs.

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Employee Signature                                                    Date