Job Title:	**Volunteer Engagement Manager**	**Department/Loc:**	**Programs**
Labor Classification:	**Salaried/Exempt**	**Date Drafted:**	**9/1/2026**
Reports To:	**Vice President of Programs and Operations**		
Salary Range:	**$50,000-55,000**		

Position Summary

The Volunteer Engagement Manager is responsible for building and sustaining a volunteer program that directly supports United Ministries' mission. Reporting to the VP of Programs and Operations, this role owns the full lifecycle of volunteer engagement — from assessing where short and long-term volunteer support is needed across programs, through recruitment, onboarding, and management, to ongoing recognition and offboarding. The Manager also manages in-kind donation drives, supports intern placement, coordinates volunteer labor for special projects and housing "flip" turnovers, and produces regular communications to keep volunteers engaged and informed.

This position works in close partnership with the Mission Advancement team, program directors and managers, the Leadership Team, and external community stakeholders to ensure volunteers are well-prepared and effectively deployed. The role requires strong relationship-building expertise paired with equally strong project management skills. This position frequently requires weekend and evening availability for events and volunteer activities, and during these times staff are expected to flex their schedule accordingly during the standard workweek.

Position Responsibilities - Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Annual Strategy and Planning — 15%

- With the support of the Dir of Dev Ops, VP of Program and Operations, and Program Mangers develop and annually update a comprehensive volunteer engagement plan
- Develop, implement, regularly review, and strengthen the volunteer handbook and associated policies, procedures, and risk-management practices to support consistent, safe, and effective volunteer engagement across the organization.
- Meet regularly with program leaders to identify current and anticipated volunteer needs.
- Develop recruitment strategies and partnerships with community organizations, schools, faith communities, and corporations.
- Define volunteer program performance measures and use results to strengthen recruitment, engagement, and retention.
- Design group service projects that align organizational needs with volunteer capacity.

606 Pendleton Street • Greenville, SC 29601 • 864-232-6463 • United-Ministries.org

- In collaboration with Dir of Dev Ops, VP of Program and Operations, and Program Mangers, develop and implement a comprehensive volunteer engagement approach for the village, including appropriate individual, group, corporate, and faith-community service opportunities.

Operations — 45%

- Own the full volunteer lifecycle for both recurring, regularly scheduled volunteers and one-time or short-term volunteers: onboarding, orientation, training, scheduling, supervision, and offboarding
- Serve as the primary point of contact for all active and prospective volunteers
- Match volunteer skills and interests to appropriate roles across programs
- Respond to individual and group requests for service projects, working with requesters to identify and plan meaningful, well-matched opportunities
- Maintain the organization's volunteer relationship management (VRM) software as the system of record, ensuring the accuracy and integrity of all volunteer data
- Use the VRM platform to manage, fill, schedule, and communicate volunteer opportunities
- Provide training to program managers and staff on effectively and cooperatively working with volunteers in their area of focus and on utilizing the VRM to track volunteer hours
- In collaboration with the Mission Advancement team, support the planning and execution of agency events, leading the recruitment and coordination of event volunteers
- Track defined metrics and produce monthly, quarterly, and annual performance reports
- Evaluate and mitigate risks associated with volunteer positions and ensure controls are in place to protect volunteers, programs, the organization, and community
- Recruit, screen, train, schedule, and support Cottage Home Village volunteers, ensuring that all volunteer activities respect resident privacy, dignity, autonomy, safety, and the permanent supportive housing model.
- Coordinate with Cottage Home Village staff to evaluate volunteer activities and adjust opportunities based on resident and program needs.

Communications, Recognition & Stewardship — 15%

- Write and distribute a volunteer e-newsletter
- Draft one-off communications as needs arise (urgent recruitment asks, event announcements, program updates)
- Plan and facilitate an annual volunteer appreciation event
- Build and execute ongoing recognition and stewardship strategies to strengthen long-term volunteer relationships

Program Support & Special Projects — 25%

- Identify in-kind donation needs across programs
- Organize and manage in-kind drives from planning through collection and distribution, including an annual holiday Giving Tree
- Serve as the initial point of contact for prospective interns
- Coordinate with relevant program or department leads to place interns appropriately once initial intake is complete
- Oversee the volunteer and in-kind needs portion of the housing unit turnover ("flip") process
- Recruit and coordinate volunteers for cleaning, and for gathering supplies and furniture to ready the home for the incoming family
- Coordinate timelines with housing program staff to ensure flips are completed on schedule

606 Pendleton Street • Greenville, SC 29601 • 864-232-6463 • United-Ministries.org

Position Responsibilities - Non-Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Perform other duties as assigned.

Essential Skills and Experience

- Bachelor's Degree required
- Minimum 2 years in a management or coordinator role within a nonprofit organization, including demonstrated staff or volunteer supervision and accountability
- Proven project management experience, including managing complex, multi-stakeholder events from conception through execution
- Experience developing and growing corporate volunteer engagement programs preferred
- Enthusiastic relationship-builder with strong leadership skills including strategic planning, team development, and community outreach
- Strong written and verbal English communication skills; bilingual Spanish ability is a plus
- Familiarity with donor and volunteer management platform (Bloomerang and POINT preferred)
- Experienced problem-solver with strong conflict resolution skills
- Action-oriented, flexible, and innovative approach to program management
- Strong decision-making ability and meticulous attention to detail
- Excellent organizational and time management skills; ability to manage multiple concurrent projects and deadlines under pressure
- High level of professionalism, confidentiality, and independent judgment
- Strong interpersonal skills, especially in working with volunteers, donors, and community partners across a wide range of backgrounds
- Commitment to diversity, equity, and inclusion; ability to work respectfully with diverse clients and staff
- Reliable automobile, valid driver's license, and car insurance as required by law
- Regular and sustained attendance; willingness to work evenings and weekends as needed
- Self-starter who works equally well independently and as part of a collaborative team

Mental & Physical Demands- ADA Guidelines				
Physical Demands				
Stand	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
Walk	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
Sit	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
Handling	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Reach Outward	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Reach Above Shoulder	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Climb	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A

Crawl	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A
Squat or kneel	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Bend	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Lifting Requirements				
10 pounds or less	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
11 to 20 pounds	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
21 to 50 pounds	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A
51 to 100 pounds	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A
> than 100 pounds	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A
Pushing and Pulling Requirements				
12 pounds or less	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
13 to 25 pounds	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
26 to 40 pounds	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A
41 to 100 pounds	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A
> than 100 pounds	☐ Constantly	☐ Frequently	☐ Occasionally	☒ N/A

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Supervisors may assign additional functions and requirements as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Print Employee Name	Employee Signature	Date Signed

Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed