



# TREEHOUSE

ENDING HOPELESSNESS AMONG TEENS

## **VOLUNTEER ENGAGEMENT MANAGER JOB DESCRIPTION**

DEPARTMENT: Advancement

REPORTS TO: Director of Community Advancement

STATUS: Full-time

CLASSIFICATION: Exempt

WORK HOURS: Monday – Friday; typical office hours with flexibility for event purposes

---

### **ABOUT TREEHOUSE**

TreeHouse is on a mission to end hopelessness among teens. Through safe, grace-based environments and one-to-one mentoring, teens build healthy relationships, better coping skills and a sense of purpose rooted in the living hope of Jesus, unleashing untold potential in themselves and their communities. TreeHouse staff are grounded in the core values of GRACE (Growth, Relationships, Authenticity, Community, Empowerment) that determine how we build relationships with donors, partners, volunteers, fellow staff, and teens. TreeHouse serves over 3,000 teens annually across 7 states and is growing to lead the nation in ending hopelessness among teens.

### **GENERAL TREEHOUSE STAFF REQUIREMENT**

By God's grace, TreeHouse staff live out Christian faith and values in ways that are consistent with the teachings of Scripture and by participating in a fellowship of believers for spiritual enrichment, encouragement, support, and accountability.

### **JOB SUMMARY**

The Volunteer Engagement Manager helps develop, lead and execute on the strategy of expanding the reach of TreeHouse in serving teens and families through an increasing number of competent, passionate and engaged volunteers. Leads and manages the work of the Volunteer Engagement Coordinator.

### **ESSENTIAL JOB FUNCTIONS**

- Work cross-functionally throughout the organization, volunteer teams and the Volunteer Engagement Coordinator to execute on a volunteer recruitment and retention strategy to expand the delivery of TreeHouse services; translate strategies into actions that impact the volunteers' experiences
- Be knowledgeable of and incorporate best practices in volunteer management to maximize impact and engagement; continuously educate staff on best practices to drive for excellence in volunteer engagement
- Understand all aspects of TreeHouse culture, operations, and programs in order to recruit, train and engage volunteers to help meet the TreeHouse mission

- Ensure Volunteer Coordinators at each TreeHouse Directly Operated Site is executing volunteer onboarding processes, procedures, duties and responsibilities appropriately
- Recruit, interview and assess volunteers for placement within the organization; schedule and conduct regular new volunteer orientation
- Equip and train staff to provide supervision, coaching, evaluation and recognition to volunteers to ensure roles are performed with excellence
- Assess the effectiveness and fit of volunteers; reassign volunteers as needed to maintain high engagement
- Maintain and improve on tracking systems in partnership with the Volunteer Engagement Coordinator and data team
- Provide weekly and monthly status reports on quantity and quality of volunteers, including number of volunteers, number of volunteer hours, and impact of contributions to the mission of TreeHouse
- Promote meaningful recognition opportunities for volunteers in partnership with the Community Events Manager and Community Development Teams
- Perform other duties and responsibilities as assigned

## QUALIFICATIONS

- Mature faith in Jesus Christ which is compatible with the TreeHouse statement of faith and philosophy of ministry
- Commitment to the Vision, Mission, and Core Values of TreeHouse
- Four-year degree (preferred) in social services, ministry or other related field
- Minimum of three years' experience in a position of influence, preferably in a similar position within a non-profit organization
- Experience in developing and executing training curriculum for volunteers and volunteer coordinators is a plus
- Knowledge of and exposure to MAVVA is a plus
- Highly organized, strategic and detail oriented
- Able to influence and motivate through personal power, not position of authority
- Strong computer skills and use of Microsoft Office; experience with volunteer management software such as Salesforce, CERVIS, and Raiser's Edge highly preferred
- Willingness and ability to travel throughout the TreeHouse locations
- Strong project management skills
- Ability to listen carefully to and understand volunteers' and volunteer coordinators' needs and proactively respond in a consistent and timely manner
- Strong interpersonal skills; ability to work with individuals at all levels of the organization
- Self-motivated with ability to meet deadlines independently and as part of a team
- Ability to forge positive working relationships with a wide variety of people
- Desire to continue learning and improving skill sets
- Excellent written and verbal communication skills
- Sound judgment and confidentiality