

# all angels' church

**POSITION:** Interim CM Volunteer and Program Manager

**REPORTS TO:** Priest in Charge

**DIRECT REPORTS:** Volunteer Team Leaders, 50+ volunteers

**POSITION TYPE:** Full Time, Temporary, Hourly (including most Sunday nights) with the possibility of extension to permanent full-time, salaried after term

**CONTRACT TERM:** June 1, 2022 - September 9, 2022

**COMPENSATION AND BENEFITS:** \$25/hour | 5 days vacation and sick-time (1 hour for every 30 hours worked)

## **Job Summary:**

The Interim Community Ministries (CM) Volunteer and Program Manager is accountable to the Priest in Charge for overall program maintenance of the CM Pathways Drop In Program on Tuesdays/Thursdays and Sunday evening Community Meal. This includes leadership, coordination and scheduling of CM volunteers (including groups and CM participants), managing the volunteer recruitment process, opportunities, orientation, training, and events. This position also oversees the day to day program management, intake of new clients and can make social services referrals as needed

**Mission of All Angels' Community Ministries:** Equipping and empowering men & women battling homelessness, addiction, and/or mental health challenges

## **General Responsibilities:**

### **1. Volunteer Coordination, Recruitment, Training and Communication (20-25 hr/wk):**

- Coordinate, Recruit, train and supervise volunteers (many of whom are current or former CM participants) for weekly CM programs including Pathways (Tuesdays/Thursdays 7:30am - 3pm) Sunday Community Meal (4:30-7:30pm), includes groups
  - Including sending weekly scheduling and reminder emails
- Provide overall volunteer direction, training and orientation on program days
- Recruit skilled volunteers (social workers, chefs, event planners etc.) as needed to help fulfill program needs
- Maintain and update volunteer workflow, information, and orientation materials for programs
- Create and coordinate opportunities for item donations (clothing, food etc). from volunteers and community partners as needed

### **2. Program Maintenance (10-15 hrs/wk):**

- Conduct new clients intake and referrals as needed during Pathways and community meal
- Maintain and update all client profiles in Apricot database, including mail files
- Collaborate with Operations Team to maintain weekly program and event needs, creating efficient systems for event setup, service and cleanup
- Deal with any incidents that may occur and escalate them to the Priest in Charge as needed
- Schedule weekly check-ins with the Operations team Thursdays after Pathways program
- Coordinate any volunteer led program initiatives that advance Program services

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### 3. Program Administration and Communications (5 hrs/wk):

- Process all general program and volunteer inquiries through [cm@allangelschurch.com](mailto:cm@allangelschurch.com)
- Liaise with All Angels' admin and HFNY admin to update and maintain volunteer postings and media (photos, social media etc).

### Qualifications

- As a prerequisite, the successful candidate must believe in the core values of All Angels' Church and be driven by the mission of the organization
- Education: B.A., BSW or equivalent degree
- 2-3+ years professional experience working directly with volunteers in a non-profit setting
- Experience working or volunteering with vulnerable and marginalized populations
- Professional experience working in ministry or church setting preferred

### Skills

- Strong administrative, organizational and leadership skills
- Strong project management skills -- able to juggle several projects at a time
- Demonstrates an ability in recruiting, training, and supporting volunteers
- Demonstrates an ability in developing and maintaining complex programming
- Ability to negotiate different personalities and work under competing priorities
- Excellent written and verbal skills in the English language; Bilingual English-Spanish a plus
- Knowledge of evidence-based practices in social work preferred
- Ability to establish and maintain professional boundaries in working with clients

### Core Competencies

- *Organizing* -- Can gather and organize resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; can use resources effectively and efficiently.
- *Planning* -- Accurately assesses the length and difficulty of a project; sets objectives and goals; breaks down work into process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- *Compassion* -- Genuinely cares about people; is concerned about their problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- *Boundaries* -- Can create and communicate healthy and helpful boundaries; is clear with clients about boundaries in personal interactions; creates program systems and structures that communicate expectations and limitations in program services; assists others in navigating their own boundaries with one another.
- *Motivating Others* -- Creates a climate in which people want to do their best; can motivate many different individuals and groups; empowers others; shares ownership and visibility; makes each participant feel valued.

Please send resume and letter of interest to [rhampe@allangelschurch.com](mailto:rhampe@allangelschurch.com)