

Volunteer Leader Role Description

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Volunteers are critical contributors to the success of the mission of the _____. We seek to enable volunteers to *serve to their purpose, passion and potential*. As the _____ Volunteer Leader, your role is to find and leverage the knowledge, skills and time of volunteers to better deliver the _____ mission, adding capacity with sustainability.

Note: this role may be combined with a Mentor Leader or Programming Leader role.

Responsibilities

- Own the **Volunteer Vision**. Help the organization envision new volunteer possibilities including “lead volunteers”. Lead “up and down” the organization. Provide input to the Organizational Capacity Strategy.
- Maintain a **Volunteer Dashboard** and focus on key goals and metrics. Track and assess root cause gaps of key metrics.
- Ensure **Best Practices** are assessed, followed and guide improvements. Meet regularly and be a partner with other Staff members to identify and discuss needs and improvement priorities.
 - Recognize the need for and value the role of volunteers
 - Define rules and expectations
 - Establish effective volunteer management.
 - Reduce risk (client and program)
 - Create clear assignments
 - Generate awareness and recruit
 - Orient, train and develop
 - Provide supervision and coaching
 - Make volunteers feel they belong and recognize contributions
- Document key **Work Processes** to ensure sustainability. Lead implementation of improvement ideas.

Key Metrics

- *Utilization*: # active volunteers, volunteer hours.
- *Retention*: average length of service.
- *Volunteer Development*: trained & qualified, # lead volunteers.
- *Processes*: best practices at “green”.

Qualifications and Essential Skills

- *Experience with core work*. Can do the actual work of the volunteers, especially mentoring. This allows coaching by example.
- *Demonstrated passion for the mission*.
- *Life or career experience* with leadership, teaching, mentoring, project management or a special skill coupled with a desire to grow personally and professionally.
- *Process management*: treats work as a process.
- *Leadership*: envision, energize and enable staff and volunteers.
- *People skills*: active listening, trust building and coaching/mentoring.

Principles

- Know the “love language”, personal needs, goals and unique skills of our volunteers.
- We regularly benchmark with other local organizations. Leverage the [Life Solutions Network](#) and the [Greater Cincinnati Mentor Leadership Alliance](#).