

The Case for Hiring a Volunteer Manager

Managing volunteers is a very important and time-consuming responsibility. A Volunteer Manager must help define the volunteer roles the agency needs to fill and find the right person for each job. The position requires many tasks including documentation, counseling volunteers, event planning, and evaluation. An effective volunteer manager must conduct a needs assessment, manage recruitment efforts, and recognize volunteers.

Many programs assign an existing staff member volunteer management as an additional responsibility. Alternatively, your agency should hire a dedicated half-time to full-time employee who will serve exclusively as the Volunteer Manager. The more experience the Volunteer Manager brings, the more they will be able to maximize volunteer performance. This will help your agency successfully meet its goals.

Suggested Criteria for a Volunteer Manager

2+ Years Experience in Human Resources Management. * Experience in fields such as Counseling, Social Work, Event Management, Fundraising, Non-Profit Management or Marketing may also help.

Foreign language skills (if needed), so that they can communicate with most volunteers directly.

Experience with community organizing, to conduct outreach to seek volunteers.

Experience with event planning and strong creativity, to plan recognition efforts.

Experience with marketing and publicity, to advertise positions in a variety of media outlets.

Comfort with technology, to track volunteer hours and manage information.

** If the Volunteer Manager does not have skills in Human Resource Management, they may need to consult with an HR professional for advice at times, as it is necessary to understand local, state, and federal regulations about hiring, firing, discrimination, accessibility to persons with disabilities, and related personnel issues.*

The more care you take in hiring an experienced and capable Volunteer Manager, the more effective volunteers will be at their tasks and the greater value volunteers will place on their time with your program. Take time to choose and hire a Volunteer Manager as you would to choose any other paid member of program staff.

Resources consulted:

http://www.hrcouncil.ca/documents/NOS_howtguide.pdf