



## **Volunteer Care Manager**

**Organization Type:** Non-profit, Faith-based, 50+ employees

**Position Type:** Full-Time, Non-Exempt

**Department:** Development

**Direct Report:** Assistant Director of Development

**Hours:** Average of 40 hours per week

### **Agency:**

*Mission:* In the 21st century, far too many people are trapped in the darkness of sex trafficking and homelessness. We are on the frontlines every day rescuing these individuals while preventing children and vulnerable individuals from falling victim. for the world to be reconciled to Him.

*Purpose:* To be ambassadors for Jesus Christ, with God making His appeal through us

### **Opportunity:**

Founded in Atlanta, GA in 2003, Frontline Response began with a heart for the frontlines. Since incorporating in 2006, Frontline Response has assisted over 1,700 victims out of prostitution and sex trafficking and transitioned over 1,200 men, women, and children out of homelessness. In 2018, the organization added youth prevention to its mission and has provided programming to more than 600 children facing adversity in overlooked communities throughout Metro Atlanta.

We are seeking a motivated and passionate Volunteer Care Manager to support and grow Frontline's committed volunteer base that is so critical to our mission. This position will be responsible for communications, appreciation, recruitment, retention, data tracking, and overall volunteer experience. These efforts will be done in conjunction with the Frontline's program departments.

### **Responsibilities:**

- Manage all outreach postings on Eventbrite, AllEvents, United Way, Volunteer Match, and others for accuracy and scheduling
- Plan, organize, and execute volunteer events and trainings that align with Frontline's strategic objectives
- Attend weekly outreach meetings and send weekly volunteer numbers to internal staff members
- Manage all volunteer (outreach and applicant) email and written communication
- Oversee data input for weekly outreach activities

- Engage with outreach volunteers with a goal of increasing repeat volunteerism and recruiting in to more consistent, committed roles
- Actively recruit new volunteers by attending community fairs and speaking at community and church events
- Gather feedback and insights from volunteers to identify areas of improvement and new opportunities
- Develop a plan in conjunction with the Director of Development to recruit and retain volunteers, with a focus on community groups for the entire volunteer base
- Lead appreciation efforts, including thank you letters, notes of appreciation, and annual appreciation event
- Ensure all outreaches have adequate number of volunteers, proactively following up with participants as needed to cultivate program-specific volunteers
- Conduct market research and analysis to identify trends, challenges, and potential partnership opportunities; utilize this information to create targeted engagement strategies
- Serve on the Volunteer Advisory Council
- Passionately support the mission, purpose, and values of Frontline Response while collaborating with various staff and volunteer leaders

**Qualifications and Skills:**

- Three (3) years of experience working in a nonprofit setting in the area of volunteer engagement or a related field
- Exceptional written and oral communication skills; effective listener and presenter
- Interpersonal skills and emotional intelligence to build and maintain strong relationships with individuals across diverse backgrounds
- Strong project management and organizational skills, with the ability to handle multiple tasks and deadlines; able to work in a fast-paced, ever-changing environment
- Creative thinker with the ability to align engagement activities with strategic goals
- Proficiency in using CRM software, marketing automation tools, and other technology platforms for engagement and relationship management
- Demonstrated ability to work collaboratively in a team-oriented environment
- Detail-oriented and strong on follow-through and follow-up
- Ability to speak passionately and intelligently on Frontline's work and inspire others to get involved

**Other Requirements:**

- Understands the importance of diversity, equity, and inclusion, and a harassment-free workplace
- Must be able to reliably get to Frontline headquarters located at 2585 Gresham Rd SE, Atlanta 30316
- Must also be able to attend work-related, in-person meetings and functions as needed
- In our hybrid work environments, there is a basic expectation that our staff will ensure that their work-from-home setups will have reliable access to phone and Internet to ensure connectivity to their teams