



Job Title:	Volunteer Specialist
Location:	Headquarters (Bethesda, MD)
Manager's Title:	Director of Program Services
Employment Status:	<input checked="" type="checkbox"/> Regular <input type="checkbox"/> Exempt
	<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Non-exempt
	<input checked="" type="checkbox"/> Full-time
	<input type="checkbox"/> Part-time
Date: April 2019	

JOB SUMMARY

The Volunteer Specialist reports to the Director or Program Services and will be a member of the Mission Delivery Department. The Specialist's primary role, under the leadership of the Director or Program Services, involves supporting the work of the Mission Delivery Department to advance the organization's mission through the management of Wish-Granting Volunteer program. The Volunteer Specialist must also strive to maintain a sufficient number of volunteers to advance the mission of Make-A-Wish® Mid-Atlantic. The following skills, abilities and traits are required:

- Flair for cultivating and stewarding professional relationships with potential and current volunteers
- Appreciation for the value of a phone call and a hand-written note as opposed to email communication
- Detail-oriented, well organized and results-driven
- Highly professional demeanor, able to work successfully with a wide variety of constituents including donors, board members, Make-A-Wish America national staff and vendors
- Exceptional written, oral and interpersonal skills
- Excellent and persuasive communicator
- Ability to work with minimal supervision and manage multiple priorities while working in a deadline-driven environment
- Must be independent, have excellent judgment and creative problem solving skills
- Confidentiality and flexibility are essential

ESSENTIAL DUTIES AND RESPONSIBILITIES

- With the support of the Director of Program Services, manage the entire Wish-Granting Volunteer program, which includes volunteer training, oversight, communication, recruitment, engagement, compliance and retention.
- Manage the Family Verification process ensuring all wish families are aware of and ready for their wish process.
- Assist the Mission Delivery Department by overseeing the assignment of all wish-granting volunteers to wish children.
- Ensure the timely execution of wish assignments and the flow of information between volunteers, wish families and staff.
- Develop communication strategies to update wish-granting volunteers on forms, policies and procedures.
- Collaborate with Mission Delivery staff to implement a system within the chapter's database to assess volunteer performance and compliance.
- With assistance from the Mission Delivery Department, assist in the development and delivery of all in-person and e-course volunteer trainings.
- Maintain volunteer records to ensure integrity of volunteer data, both electronically and in print where necessary. Ensure accuracy, confidentiality and security of all required reports and documentation for volunteers, as directed by chapter and national procedures.
- Partner with Mission Delivery staff to maintain integrity of wish children's records in chapter database.
- Identify and resolve issues affecting wish-granting volunteers.
- Develop content for volunteer social media and weekly email updates.
- Network and build relationships with national chapter support staff and other Make-A-Wish chapters to recommend updates in policies and procedures.
- Support the messaging of the chapter's work to the organization's 500+ volunteers.
- Work collaboratively with communication staff to keep the volunteer portion of the chapter's website current.
- Support department leadership needs associated with financial management and budgetary compliance.

- Direct Reports: interns and volunteers as appropriate.
- Maintain the confidentiality of sensitive information.
- Responsible for adhering to national's governing policies, performance standards and guidelines.
- Other duties as assigned.

QUALIFICATIONS

- Bachelor's degree and minimum of two years' experience working with volunteers required
- Mastery of Windows operating system and the Microsoft Office suite of products (e.g., Word, PowerPoint, Outlook, Excel)
- Ability to manage multiple responsibilities
- Superior teamwork skills; ability to engage and collaborate with staff and volunteers
- Ability to make decisions in a changing environment and anticipate future needs
- Passion for the mission of Make-A-Wish Mid-Atlantic
- Fluency in Spanish highly preferred
- Knowledge of Blackbaud's Raiser's Edge database management software highly preferred

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.