



Job Title: Director of Volunteer Experience
Department: Programming
Work Location: Office/Remote
Reports To: VP of Programming
Status: Full Time
Classification: Exempt

Reaching Above Hopelessness and Brokenness, Inc.

RAHAB Ministries strives to share the hope of Jesus Christ with broken and undervalued women, including survivors of human trafficking.

What You Will Do/Need (Job Summary)

Oversee RAHAB's volunteer recruitment and retention. Provide leadership and support to departmental volunteer coordinators while operating as the centralized hub for internal and external volunteer opportunities.

Responsibilities (Essential Duties and Responsibilities)

Staff and Volunteer Management:

- In collaboration with area program director, provide support and oversight to volunteer coordinators
- Manage incoming volunteer requests and assist potential volunteers in identifying volunteer opportunities
- Oversee RAHAB's intern program and be the main point of contact for local universities
- Oversee special volunteer projects/work groups to support programming
- Organize volunteer appreciation events in collaboration with area volunteer coordinators
- Create consistent specialized trainings for each program area in collaboration with program director/volunteer coordinator
- Assist in the planning and execution of any RAHAB organized training
- Develop and execute a RAHAB Corporate Experience Program
- Lead monthly volunteer management meetings

Operations and Structure: Develop systematic operations and organization

- Collect data based on need. ex: number of volunteers/interns needed per semester at each program location
- Manage tabling and speaking events
- Create emergency (back up) volunteer lists to support drop-in programming
- Send thank you cards to volunteers assisting with special projects
- Create and update volunteer job descriptions
- Assist Communication and Development in executing quarterly donation days
- Speak on behalf of RAHAB

Collaboration:

- Create dynamic relationships with community partners
- Communicate programming wins/stories/needs on a consistent basis to Communications and Development
- Participate in bi-weekly programming meetings with area program directors
- Organize volunteer appreciation events in collaboration with area volunteer coordinators

Minimum Qualifications (Knowledge, Skills, and Abilities Required)

- Management and leadership skills
- Be self-motivated and organized
- Strong communication skills



- A strong commitment and regular practice of self-care
- Must be 18 years of age or older
- Must have a valid driver’s license
- Must submit and pass a Federal Background check
- Trauma informed

What Will Make You Special (Preferred Knowledge, Skills, and Abilities)

- Previous experience and knowledge in human trafficking field
- Ministry-minded and ability to engage non-Christians
- Experience managing volunteers for a non-profit organization
- Experience using Microsoft Office

Characteristics of the Position (Competencies)

- Seeks to foster a positive and encouraging environment
- Maintain physical and emotional safety for those participating in programming
- Strives to maintain a culture of love and respect
- Conflict-resolution and problem-solving skills
- Exercises and models healthy boundaries

Physical Demands and Work Environment

Light physical demands

Position Type and Expected Hours of Work

Willing to work a flexible shift: variable hours, some evening and weekends required

Travel

Local travel with the occasional need to travel within the greater Northeastern Ohio region using personal vehicle

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.

Employee Acknowledgement

Signature

Date

Printed Name