

**JOB TITLE:** Director, Volunteer and Intern Mobilization      **STATUS:** REG/FT/E-513  
**REPORTS TO:** COO      **SCHEDULE:** M-F  
**DEPT:** Executive      **UPDATED:** November 2018

*Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.*

#### **SUMMARY OF POSITION:**

The Director of Community Mobilization is a senior level position leveraging Springs Rescue Mission's (SRM) resources to grow opportunities for community groups and high-impact, Volunteers and Interns. This position will serve as a significant gateway to the community providing volunteer and internship opportunities for individuals to participate in the fight against poverty, addiction and homeless in the local community. The primary responsibility of this position is to develop and lead volunteer and intern strategies including recruiting, mobilizing, equipping, training, supporting and retaining volunteers and intern prospects within local churches, businesses, colleges and universities and the school system within Colorado Springs.

#### **DUTIES & RESPONSIBILITIES:**

- Relationship and Communication
  - Develops and implements a strategy and plan for increasing SRM volunteer core in all areas of programs to support the mission of SRM
  - Builds and sustains relationships with church, community and university leaders that aligns with and advances SRM's volunteer and intern models
  - Creates a Community Relations Team of Volunteers in collaboration with the Advancement Team to attract strategic partners into deeper levels of service
  - Establishes and cultivates relationships with colleges, universities and local high-schools and businesses to recruit, engage and activate volunteers and interns within SRM ministry
  - Represents SRM through public speaking and/or participation in community and public relations events
  - Collaborates with marketing and communication to coordinate external media and works cross-departmentally with key leaders to identify and collect volunteer story lines for media coverage
  - Encourages and grows ongoing communication with volunteers and interns consistent with SRM mission statement in pursuit of transformational change opportunities
  - Identifies, initiates and maintains contact with potential organizations, service groups and other agencies to speak about volunteer and intern opportunities at SRM
  
- Management and Administration
  - Develops and implements volunteer and intern recruitment and retention strategy
  - Expands and improves volunteer recognition and appreciation program
  - Assesses and maintains the volunteer and intern services infrastructure in collaboration with Human Resources

- Establish and grow a Volunteer Training Core to coach and influence SRM staff advocating a culture of volunteerism and to empower volunteer success
- Evaluates program effectiveness and oversees day to day operation
- Ensures effective record keeping and appropriate metrics of volunteer and intern activities
- Directs the volunteer and intern staff and manages departmental budget
- Advises leadership in appropriate resolution of volunteer relations issues
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engage them in meaningful work that leverages volunteers as a resource.
- Other duties as requested.

#### **SKILLS AND QUALIFICATIONS:**

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted, and those in poverty; engaging others within one's influence for greater involvement and effectiveness on behalf of this population in Colorado Springs.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Superior organizational skills, regarding tasks, projects, information and people simultaneously
- Self-starter, high degree of initiative and professionalism with good time and resource management skills
- Exceptional interpersonal skills, articulate and passionate in communicating the ministry of SRM and in engaging volunteers into action
- Mature Christian, with a stewardship mindset; able to exhibit discernment and good judgment in alignment with SRM values, purpose, and policies
- Computer literate, proficient and knowledgeable in Word and Excel
- Excellent verbal and written communication skills
- Strong presentation skill, presence and public speaking ability
- Effective recruitment and assessment skills:
  - able to engage appropriately skilled volunteers to meet ministry needs
  - ability to match volunteer's interests with available service opportunities
- Able to work well under pressure of deadlines; must be adaptive and have good critical thinking skills
- Passion for the ministry of SRM, able to work well with diverse groups of people, exhibiting compassion and Christ's love while treating all people with dignity and respect

**EDUCATION/EXPERIENCE:**

- Bachelor's degree in Business, Marketing or Human Services
- Five plus years of experience leading programs, volunteers, resources, training or recruitment required
- Exposure with the media
- Previous experience working with homeless, addicted or mentally ill populations; or comparable people-oriented programs

**WORKING CONDITIONS/PHYSICAL FACTORS:**

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

- Climb stairs daily
- Lift up to 25lbs on an *occasional* basis

**EQUIPMENT/TOOLS USED:**

Computer/Internet

Fax

Phone

Copier