Volunteer Position Description
Human Resources Department

**Title:**
Volunteer Recruitment & Training Manager

**Major Objective:**
To recruit, onboard, and retain talent that is motivated, skilled, passionate about the mission, and the best culture-fit for the organization. Retaining this talent is critical for the sanctuary to sustain the organization long-term, provide the best care for the animals, build community, conserve funds, and achieve the sanctuary objectives.

To efficiently and smoothly coordinate the volunteer recruitment, training, and onboarding process including active communication, utilizing best practices and top-quality recruitment tools, interviewing applicants, ensuring a smooth onboarding process, coordinating training, developing and improving training material, and improvement of programs over time.

**Responsibilities:**
1. Active communication with volunteer applicants, new recruits, current volunteers, sanctuary leadership, and outside partners or stakeholders.
2. Coordinates new volunteer positions with the leadership team, as those needs become available. Develops new check-lists, volunteer positions descriptions, and any other materials necessary for roles.
3. Recruits new volunteers for all sanctuary positions (and delegates recruiting to other leadership members as needed), interviews applicants, and matches volunteer applicants with available positions that best fit their skills and interests.
4. Recruits and prepares trainers, coordinates all volunteer trainings, and communicates with leadership regarding outside training opportunities that do not fall within this position's realm.
5. Addresses all trainers concerns and regularly checks in with trainers regarding feedback for trainings and processes (monthly before and after trainings).
6. Manages the volunteer interest email list and ensures it is up-to-date. Contacts interested community members regarding new volunteer opportunities.
7. Manages the applicant waitlist and follows-up regarding available roles.
8. Actively improves the volunteer recruitment and training program and assesses the sanctuary's volunteer needs. Adjusts recruitment tools, onboarding processes, and training content to strive for continuous improvement.
9. Collaborates with current volunteers and other leadership members to gain insight regarding areas for improvement.
10. Manages the sanctuary’s Volunteer Suggestion Box. Regularly (weekly) checks for new suggestions and manages communication chains regarding volunteer matters and follow-up with team members.

11. Works with team to resolve volunteer questions or concerns. If outside help is needed, seeks assistance from team members to ensure all needs are met.

12. Attends weekly leadership meetings and actively engages in discussion. At meetings, communicates status of volunteer recruitment and training programs and any issues or needs to be addressed.

13. Regularly checks and responds to all incoming emails, calls, texts, and Slack messages within 72 hours (except during time off or extenuating circumstances). Urgent matters are addressed immediately, generally within 24 hours.

**Supervises:**
- All active volunteers
- Sanctuary trainers

**Collaborates With:**
- Volunteer Program Manager
- Sanctuary Directors and Leadership

**Qualifications:**
- 18 years of age or older
- Minimum high school education or equivalent (e.g., GED)
- Basic computer competency (e.g., Excel, Word, etc.)
- Excellent communication, writing, and organization skills
- Must be a team player
- Leadership experience (1-2 years preferred)
- Experience managing a recruitment program (1-2 years preferred)
- Experience working with and leading volunteers and/or volunteer groups (1-2 years preferred)
- Volunteer experience with Aloha Animal Sanctuary (preferred)

**Training:**
- General Volunteer Orientation
- Animal Safety Training
- Shadow Training of all major volunteer roles
- On-the-job training with current manager

**Time and Place:**
Virtual and on-site work at the Aloha Animal Sanctuary property. Primarily virtual work with some on-site work. Flexible schedule, ensuring all role needs are met.

**Commitment:**
- Overall time commitment: 8-10 hours per week
  - Approximately 6-8 hours of role work
  - 30-minute to 1-hour weekly meeting with Volunteer Recruitment and Training Manager
  - 1-hour weekly leadership meeting

**Supervision:**
Direct supervision by Executive Director; indirect supervision by Sanctuary Directors and Board Directors.

**Benefits:**
1. Develop skills such as talent management and selection, recruitment and retention, leadership, communication, collaboration, decision-making, and coaching.
2. Great opportunity to develop your resume.
3. Create relationships with like-minded individuals through partnership in the sanctuary community.
4. Spending time with our furry and feathered residents.
5. Appreciation events and activities throughout the year.
6. Discount on Aloha Animal Sanctuary merchandise.