



# Volunteer & Outreach Manager

## JOB DESCRIPTION

Department: Program  
FSLA Status: Exempt

Job Status: Full-time  
Reports to: Community-Based Programs Director

Work schedule:

Office Hours generally 8:30 a.m. – 5:30 p.m. Evening and weekend hours required to meet program objectives or for special events. (As an exempt employee, one can reasonably expect to work more than the core hours stated.)

## MISSION STATEMENT

To enhance the lives of those who have experienced the death of a loved one.

## POSITION SUMMARY

In keeping with the purpose, mission, and vision of Bo's Place, the Volunteer & Outreach Manager is responsible for the coordination and implementation of the volunteer program and outreach initiatives, communication related to volunteer program and outreach initiatives, and additional administrative responsibilities. The Volunteer & Outreach Manager is a full-time position under the supervision of the Community Based Programs Director.

## RESPONSIBILITIES

Volunteer Program and Outreach Initiatives:

- Develops and manages the Volunteer Program and Outreach budgets.
- Assesses organizational need and capacity for volunteers (volunteer facilitators, kitchen volunteers, special project volunteers, ambassadors, etc.).
- Coordinates recruitment, orientation and training, appreciation, and retention of volunteers to meet the needs of the grief support programs, development department, and administration of Bo's Place.
- Responds to volunteer inquiries. Schedules and conducts volunteer Interviews & Tours.
- Coordinates and manages volunteer application process, background checks, and trainings.
- Organizes and supervises logistics of all volunteer facilitator training weekends (2-4 times a year) and other scheduled volunteer trainings.
- Maintains all volunteer records and statistics (contact information, volunteer hours, demographic information, compliance with required trainings, and current background checks, etc.) in Apricot database.
- Prepares monthly statistical reports for staff leadership team and the board of directors.



where hearts are healed.



# Volunteer & Outreach Manager

- Coordinates organization and setup of kitchen for all group days/nights and sponsored meals.
- Coordinates and oversees individual, corporate, and group volunteer opportunities (including The Junior League of Houston, Inc. and National Charity Leagues, scout projects, etc.)
- Coordinates and oversees appreciation initiatives for volunteers (i.e., birthday and volunteer recognition, etc.) and assists with Appreciation Fiesta.
- Supports and helps staff community education and outreach efforts.
- Serves as an ambassador/advocate, representing Bo's Place in the community.

## Communications:

- Develops and manages the communication plan for the volunteer program and for outreach initiatives.
- Develops volunteer and outreach content for the Bo's Place newsletter, Volunteer Update, Bo's Brags, and Heartstrings communication vehicles.
- Develops volunteer and outreach content for flyers, Bo's Place social media platforms, and website.
- Manages Bo's Place Volunteer Facebook group and volunteer portal on website.
- Develops and administers annual volunteer survey.
- Coordinates logistics for Outreach Committee, sending calendar reminders and agendas and taking and distributing minutes of meetings.

## Administrative:

- Participates in weekly clinical staff and development staff meetings, as well as monthly Outreach Committee and staff meetings.
- Attends and staffs fundraising events, as requested.
- Performs other duties as requested by the Community-Based Programs Director.

## QUALIFICATIONS

- Graduate degree in social work, counseling, psychology, or marriage and family therapy preferred. Bachelor's degree in Human Resource Management, Business, Marketing, Public Relations, or related discipline considered.
- A minimum of 2-3 years volunteer management or related work experience in a non-profit or charitable organization preferred.
- Ability to establish priorities, work independently, and proceed with objectives with minimal supervision.



where hearts are healed.



# Volunteer & Outreach Manager

- Highly proficient in MS Word, Excel, Power Point, and comfortable in online platforms (i.e., Zoom, CE-Go) and database processing (i.e., Apricot) with strong working knowledge of computer software for word processing, spreadsheets, and mail merge. Familiar with creation and maintenance of Google Forms and other web-based platforms.
- Flexible and able to maintain a supportive, helpful attitude while working with a variety of staff and volunteers.
- Strong organizational skills, good presentation skills. Excellent verbal and written communication skills.
- Strong team orientation, with ability to provide and accept feedback and to work collaboratively.
- Integrity, warmth, positive outlook, compassion, and a good sense of humor.
- Bilingual in Spanish a plus.
- Current Texas State license in professional field a plus. Opportunities exist for a mental health professional in this role to be trained and provide support for Information & Referral Line and coordination of grief support groups. Malpractice insurance coverage would be required at maximum level.

PLEASE EMAIL RESUME TO: [info@bosplace.org](mailto:info@bosplace.org)



where hearts are healed.