**

**Position Description**

**Position title: General Manager Volunteering Services**

**Reports to: The Wellington City Missioner**

**Hours of work: Full-time (hours by negotiation)**

**Location: The Wellington City Mission, Newtown, Wellington**

**Position Brief**

Volunteers have been an integral part of the WCM for over 100 years and will continue to be an essential part of our efforts to do our work and fulfil our vision of people and communities **empowered, transformed, experiencing fullness of life**.

**Our Volunteering Vision** – Community caring for Community.

**Our Volunteering Mission** – To create a range of volunteer opportunities by utilising the passions, skills and experience of all those who wish to Volunteer at WCM.

Volunteers have always played a key role in the operations and service offerings of the Wellington City Mission (WCM). To date however, there have been limited opportunities for those that have wanted to contribute to the Mission in this way.

The contribution provided by Volunteers is critical for the future development of the WCM and the services it provides in the community. This is especially so in respect of the organisational and service transformation that is provided and represented by the development of Whakamaru, our new community and residential services site in Oxford Terrace, Wellington.

We are looking to enhance the attractiveness of WCM as a place to volunteer; and for people to make a real and meaningful contribution to the community and to those who are struggling in the Wellington region.

To ensure that WCM benefits most from the resource and contribution that current and potential volunteers represent, our volunteering strategy and commitment is led by the General Manager Volunteering Services. This role, which is a member of the Mission Leadership Team, leads the volunteering team and oversees the planning and operations of all of our volunteering activities.

The General Manager Volunteering Services role has four parts:

1. To recruit, engage, retain and manage a significant and diverse workforce of volunteers; with a particular focus on the skills, qualifications, experience and passions of those volunteers.
2. To work with the managers and staff of WCM to identify volunteering opportunities in all our current activities and further service development potential through the use of capable, skilled and well supervised volunteers.
3. To match the available volunteers with the identified opportunities for contribution and to monitor ongoing suitability and performance of those volunteers.
4. To make sure that the volunteer experience is enjoyable, sustainable and meaningful for all our volunteers.

**Responsibilities**

* Source and recruit volunteers through a range of places (personal relationships, advertising, church and community databases, e-mail, social media, Volunteer Wellington, WINZ, etc.)
* Collect and maintain information on availabilities, interests, skills and experience
* Work with managers and staff teams to identify a range of opportunities to use volunteers more effectively within WCM and to evaluate opportunities for volunteer contributions that haven’t yet been explored
* Complete orientations and ensure information on WCM is readily available
* File relevant MOJ paperwork and complete reference checks as needed
* Arrange for appropriate training
* Schedule rosters for everyday activities
* Assign responsibilities to the right people for special events
* Coordinate teams of volunteers for large-scale actions
* Communicate frequently with volunteers to ensure they are satisfied and well-placed
* Produce a monthly newsletter
* Disseminate information for upcoming actions and events
* Keep detailed records of volunteers’ information and assignments in our Volunteer Management Software (Volaby)
* Provide written and verbal references
* Celebrate volunteer contributions genuinely and regularly, including the development of a volunteer recognition programme
* Influence internal and external stakeholders to ensure positive connections between the volunteers and the wider WCM staff
* Participate in H & S meetings and follow best practice model for overall volunteer H & S
* Actively seek opportunities to make volunteers feel part of the Mission
* Manage all volunteer management functions effectively using best practice models.
* Monthly reporting
* Provide expert advice to the Mission Leadership Team on issues relating to volunteering

**Person Requirements**

* Outstanding relationship skills
* Passionate about volunteering
* A pleasant, outgoing personality (warm, engaging, supportive, nurturing)
* The ability to positively influence others
* Comfortable having difficult conversations
* Proven leadership and management experience in service delivery
* Experience in volunteering locally and/or internationally
* Experience in recruiting through various channels
* Working knowledge of databases and MS Office
* Able to present to and communicate effectively with a diverse range of people
* Excellent organisational and team coordination abilities
* Proven experience in business administration, human resources, or a relevant field would be an advantage