Program Manager – Volunteer Engagement

- Full-time, exempt position
- Reports to the President & CEO
- Annual salary is $62,500 – 65,000, commensurate with background and experience
- Position is based in Redding, CA. Company does not pay relocation costs
- Interested candidates should send a brief cover letter and resume to employment@norcalunitedway.org

The Mission and Opportunity
United Way of Northern California (UWNC), based in Redding, is part of the world’s largest philanthropic network and the globe’s largest non-governmental funder of social services. UWNC fights for the health, education, and financial stability of all residents in its nine-county territory and is there for residents in times of crisis. UWNC aims to expand operations fully throughout the region. Services include but are not limited to, the 211 human services helpline; crisis and disaster relief and recovery; financial stability programs; activities that address homelessness; and Public Health information and education.

Job Summary
The Program Manager - Volunteer Engagement will provide vital support to UWNC’s volunteer activities and opportunities. Included in the role is oversight of the South Market Micro Shelter Community (MSC), and the staff, volunteers, and interns who operate the site that provides transitional housing for up to eight residents. The Program Manager will work directly with the CEO and managers throughout the agency to identify, recruit, engage, and support volunteers including Board members, Outreach ambassadors, and others involved in UWNC’s direct service programs. The ideal candidate will possess and exhibit passion for United Way’s mission of service in the areas of health, education, financial stability, crisis response, and social equity and justice.

Principal Job Responsibilities
- Identify and develop strategies to recruit, train, and manage new volunteers
- Provide supervision and support to on-site staff at the MSC. Recruit, organize, and maintain appropriate levels of staffing and volunteer support
- Serve as the principal contact for the MSC with key funders and external stakeholders. Ensure the site maintains compliance with all applicable laws and regulations
- Working with the Board of Directors Chair, the CEO, and other managers, develop and implement strategies to effectively utilize the talents and passion of Board members in ways that increase their engagement and satisfaction
- Conduct outreach about volunteer opportunities to public, nonprofit, faith, private sector, and community-based organizations
- Serve as primary contact for those interested in volunteering, answer questions from the public about volunteer opportunities
• Collaborate with departments to track volunteer activities, hours, needs and opportunities
• Assist managers in facilitating assignments, coordination, communication, and scheduling with volunteers
• Assist managers in training new and existing volunteers to ensure compliance with the organization’s values and volunteer expectations
• Attend outreach events as a representative of United Way of Northern California
• Assist in disaster relief and recovery activities as needed. This can include activities related to wildfire relief, COVID and other public emergencies
• Assist in other supervisory and management duties and assignments as determined by the CEO and senior leadership. Represent the CEO and the agency at public events and functions as needed and requested

Preferred Skills and Attributes
• Personable; works well in a team environment
• Ability to collaborate with multiple stakeholders simultaneously to achieve shared goals
• Strong verbal and written communications skills
• Adept at building and maintaining strong collaborative relationships
• Adept at multi-tasking, including handling of multiple projects simultaneously and working well under occasional deadline pressure
• Flexible work style, including the ability to work independently as well as in a team environment with a high level of productivity and initiative
• Comfortable and effective interacting with individuals from diverse backgrounds and varying socio-economic circumstances

Qualifications
• Experience leading, supervising, scheduling, and/or coordinating volunteers
• Experience working with the unsheltered population is a plus
• Minimum two years of supervisory experience
• Minimum bachelor’s degree or equivalent experience
• Non-profit experience – volunteer or professional – a plus
• Demonstrated computer abilities. Proficiency in Microsoft Office suite, especially Word, Excel, and PowerPoint. Familiarity with grants management platforms and CRM software a plus
• Bilingual/multilingual a plus
• Must be able to work comfortably on a keyboard through an eight-hour shift

United Way of Northern California offers medical, dental, and health benefits; paid vacation and sick time; 12 paid holidays per year; company-paid life insurance, 401k Retirement Savings Program, and an Employee Assistance Program.

UWNC is an Equal Opportunity Employer.

Employment at UWNC is contingent on submission to background checks, including criminal and DMV checks.
All employees at UWNC are required to have been vaccinated against COVID-19.

Commitment to Diversity and Anti-Racism
United Way of Northern California is strongly and deeply committed to principles of diversity, equity, inclusion, and anti-racism. We provide equal employment opportunities to all applicants without regard to race, ethnicity, religion, creed, color, nationality, gender, gender identity, genetic information, sexual orientation, age, ancestry, physical or mental disability, medical condition, and marital status. We do not tolerate discrimination or harassment in any form.

We strive to ensure that our staff and our volunteers – including volunteer leadership on our Board of Directors and its committees – reflect the diversity of the communities we serve.

Our policy is to treat all with dignity and respect, including – but not limited to – staff, volunteers, clients and prospective clients, colleagues at other non-profits, donors, employees of government agencies and businesses, people attending our events, and members of the public in general.