



POSITION: Volunteer Engagement Manager (Apply @ [Volunteer Engagement Manager](#))

DEPARTMENT: Development & Communications – Reports to the Vice President of Development

SALARY/FLSA CLASSIFICATION: \$53,380 - \$63,800/year – Exempt (G8)*

*Note: This is a grant-funded position for 2 years, with the potential to be integrated as a permanent position.

YWCA Greater Pittsburgh offers a generous and competitive benefits package including:

- Medical, dental and vision benefit options
- Paid life insurance
- 10 paid holidays
- Up to 26 paid time off (within first year of employment)
- Employee assistance program
- 403 B
- Professional development opportunities
- Employee discounted rates for childcare at YWCA Homewood

JOB SUMMARY:

Reporting to the VP of Development, the new Volunteer Engagement Manager will be launching a volunteer program to engage the community and volunteers in furthering the mission of YWCA Greater Pittsburgh (YWCA GP). The Volunteer Engagement Manager supports the goals of the Development Department by leading, implementing, and growing a robust volunteer program for individuals and groups.

The Volunteer Engagement Manager will collaborate with direct services staff, Center for Race & Gender Equity staff, and Development staff to create meaningful and mission aligned volunteer opportunities. This position will provide internal training to staff, create volunteer job descriptions, create and implement internal processes for managing a volunteer program, create volunteer recruitment pipelines, and create and manage volunteer retention and appreciation practices.

The Volunteer Engagement Manager will collaborate with other Development staff to ensure volunteering is an effective on-ramp to engaging with YWCA GP as a donor, supporter, and advocate.

This new position has a variety of supports in place to ensure success:

- Motivated and engaged Development Committee and Board of Directors to assist in recruitment.
- Existing CRM system for managing volunteer data.
- Development Coordinator position to provide data management support.
- Corporate Partnership Manager to support the engagement of corporate volunteer groups.
- Clear and achievable goals for defining success in a new position.

- Professional development budget for trainings.

The Volunteer Engagement Manager supports positive relationships and collaboration internally with all departments and externally with the community to maximize visibility and collaboration for YWCA Greater Pittsburgh (YWCA GP).

ESSENTIAL RESPONSIBILITIES:

Supervision

- Recruit, interview, screen, train, and supervise (or assign) volunteer staff.

Project Management

- Collaborate across all departments to create volunteer job descriptions (recurring volunteers) and workday (episodic volunteers) opportunities that are meaningful and mission-driven.
- Create and implement processes for quality collection of volunteer information and data for the purpose of:
 - Measuring and evaluating impact of the volunteer program
 - Providing engagement opportunities for volunteers as donors, supporters, and advocates.
- Collaborate with Development Coordinator to facilitate the data entry, management, and reporting of volunteer data.
- Collaborate with communications staff to create recruitment pipelines. Engage board and staff in volunteer recruitment.
- Create and implement processes for interviewing, screening, and onboarding recurring volunteers.
- Create and implement processes for planning and executing volunteer workdays.
- Collaborate with Corporate Partnerships Manager to plan and execute corporate volunteer opportunities.
- Create and implement processes and practices for volunteer retention and appreciation.
- Create and maintain process maps for all essential job functions.

Communications

- Gather photos and content on the volunteer program to submit to Communications staff for inclusion in social media and other marketing efforts.

General

- Support Development department special events as appropriate such as the Equity Awards, Board Breakfast, and board fundraising events.
- Continued professional development to support YWCA GP as a forward thinking and innovative partner to its funders and our community.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Strong commitment to the mission of eliminating racism and empowering women demonstrated through previous professional or volunteer efforts.
- Bachelor's Degree preferred in a related field such as project management, nonprofit leadership, or sales.
- Three to seven years of Volunteer Management, Event Planning, or related field.

KNOWLEDGE, SKILLS & ABILITIES:

- Exceptional customer service skills.
- Very detail oriented and able to balance multiple deadlines, processes, and projects.
- Values a team-based workplace and able to foster a positive working environment that encourages and supports team contributions.
- Must be a strategic thinker, problem solver, and strong communicator.
- Ability to create opportunities that have a positive impact on YWCA performance.
- Familiarity with Microsoft Office products and basic ability to navigate CRM products such as DonorPerfect.

MISSION IMPACT:

YWCA Greater Pittsburgh's Development department raises funds and guides the public profile for our organization, working closely with every department to pursue and secure foundation, corporate, and public funding opportunities to support YWCA's programs and mission. We drive the organization's communication and marketing efforts, helping to increase donor engagement, grow our visibility, and draw attention to advocacy issues that benefit the women, families, and communities we serve.

ABOUT YWCA GREATER PITTSBURGH:

Founded in 1867, YWCA Greater Pittsburgh is a member of a nationally recognized movement with a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. As a social justice organization, we have a deep commitment to tackling gender inequities and systemic racism; particularly in the places where these systems intersect. We provide direct services, empowerment programming and advocacy to support individuals and families, especially women and girls of color. We strive to become a model nonprofit workplace for a diverse workforce, ensuring that all staff members are paid a living wage and offered competitive benefits, and meaningful opportunities for professional development and career advancement.

Equal Employment Opportunity Policy: YWCA Greater Pittsburgh will not discriminate against any applicant or employee based on age, sex, sexual orientation, gender identification, gender expression, race, color, creed, ethnicity, origin, lineage or citizenship, genetic information, neurodiversity, disability, family status, marital status, military or veteran status or any other legally recognized protected basis under federal, state, or local laws, regulations, or ordinances. YWCA Greater Pittsburgh also abides by the Crown Act.

Applicants requiring reasonable accommodation for the application, prescreening and/or interview process should notify a representative of the Human Resources Department.

Interested individuals can submit an application, cover letter, and resume to:

<https://recruiting.paylocity.com/recruiting/jobs/All/88e5aa3f-3f08-4780-a497-77b5d386b97e/Young-Womens-Christian-Association-of-Pittsburgh>