

Position Description

TITLE: Volunteer Development Manager

ORGANIZATION: Immune Deficiency Foundation

LOCATION: Towson, MD

REPORTS TO: Vice President, Education & Volunteer Development

PURPOSE OF POSITION

The Immune Deficiency Foundation (IDF) is a national nonprofit organization dedicated to improving the diagnosis, treatment and quality of life of persons with primary immunodeficiency diseases through advocacy, education and research. Founded in 1980, IDF accomplishes its many programs with a small national staff and a network of thousands of patients, caregivers, medical professionals, industry representatives, and others. In order to grow in the future, IDF seeks to develop a volunteer engagement strategy and implementation plan to mobilize effective member participation in its key work areas, which is why the new position of Volunteer Development Manager is being created.

PRIMARY DUTIES AND RESPONSIBILITIES

The Volunteer Development Manager (VDM) will be responsible for creating the framework necessary for IDF to maximize volunteer involvement—both of IDF members and of others willing to donate expertise and time. The VDM will first need to develop a volunteering infrastructure, and then implement and manage it. Although the VDM reports to the VP of Education & Volunteer Development, s/he will interact closely with other staff members in all departments and promote strong working relationships between staff and volunteers.

• Initial Priorities

- IDF has been working with an outside volunteerism consultant to assess current volunteer involvement. The VDM will study the materials developed in the consultation as a starting point for action and work with the IDF team to continue the assessment.
- Review/revise or create the procedures and protocols needed for effective recruitment, application, screening, orientation, supervision/support, evaluation, and recognition of IDF volunteers – what needs to be done consistently throughout the organization. Examples:
 - Volunteer position description templates and a process to store and update them
 - Volunteer application form and screening requirements
 - Welcome materials to orient for new volunteers
 - Create IDF-wide volunteer recognition plans
- Work with each department and unit, identify and consult on what is needed to streamline volunteer involvement in each function or activity. Examples:
 - Develop specific volunteer position descriptions, using the template
 - Determine how new volunteers will be referred to that unit and who is responsible for them

- Advise on what to include and how to conduct training for each volunteer role
 - Assess volunteer tracking and reporting needs and either adapt IDF's existing recordkeeping software to accomplish those or set up a new system.
 - Provide professional development for paid staff in how to work with volunteers, and also for leadership volunteers who need to work with other volunteers.
 - Develop mechanisms for supportive communication with volunteers, both for organization-wide exchange and for each unit. Use existing IDF online communities to foster volunteer communication.
 - Develop recruitment methods for attracting IDF members into participation, but also to engage outside experts and students, as appropriate.
 - Research and develop a plan and process for grooming and coordinating a network of volunteer leaders who can manage teams of other volunteers working on similar projects.
 - Develop, recruit for, and manage special volunteer projects as needed.
- **Ongoing Management**
 - Implement the systems and protocols developed in the initial stage.
 - Create new ideas for volunteer development.
 - Oversee the volunteer recordkeeping and reporting system, and report on volunteer activities to staff and stakeholders.
 - Recruit volunteers best qualified for each position.
 - Support all staff in working with volunteers assigned to them.
 - Keep informed of the trends and issues in the volunteer field and adapt them to IDF.

DESIRED SKILLS/EXPERIENCE

- Demonstrated expertise in volunteer management
 - Minimum of three (3) years' experience, preferably national in scope; supervising at a distance and virtually
- Strong writing skills with attention to detail
- Ability to use Internet tools to build community
- Positive, enthusiastic attitude
- Strong interpersonal and communication skills
- Ability to multi-task and work independently and with a team in a fast-paced environment

This position requires some travel within the United States and occasional weekend commitments.

EDUCATION

- Bachelor's Degree required
- Training in volunteer administration; certification (CVA) helpful