

	Job Description	Number of Positions: 1
	Volunteer Manager	

Department: Program Operations

Responsible to: Director of Program Operations

Description of Role: The Volunteer Manager leads and develops Feline Rescue’s volunteer workforce. This role is responsible for building a healthy, accountable volunteer culture that supports both people and animals. The Volunteer Manager serves as a people-leader first and program manager second — coaching team leads, guiding difficult conversations, navigating conflict, and ensuring volunteers are set up for success in a complex, emotionally demanding environment. This position partners closely with program leadership to balance volunteer engagement with operational realities, capacity for care, and staff sustainability. The Volunteer Manager exercises independent judgment in behavioral, interpersonal, and operational decisions and is trusted to make people-management decisions aligned with organizational values.

Key Responsibilities:

People Leadership & Culture

- Coach, mentor, and support volunteer coordinators, team leads, and shift leaders.
- Guide staff and volunteers through difficult conversations with clarity and empathy.
- Manage interpersonal conflict and behavioral concerns using fair, consistent processes.
- Make decisions regarding volunteer restrictions, role changes, or removal when necessary.
- Train staff on how to effectively supervise and communicate with volunteers.
- Model professional boundaries in a relationship-driven environment.
- Lead culture-building initiatives that strengthen trust between staff and volunteers.

Volunteer Program Leadership & Strategy

- Advise on strategic goals and direction for the volunteer program in collaboration with leadership.
- Design, evaluate, and continuously improve volunteer structures, pathways, and role definitions.
- Ensure volunteer involvement supports animal welfare, staff sustainability, and operational efficiency.
- Monitor program data, participation trends, and retention metrics, report outcomes to leadership.
- Ensure compliance with internal policies and applicable volunteer regulations.

Recruitment, Onboarding & Training

- Oversee volunteer recruitment through our website, community outreach, events, partnerships, and media.
- Review incoming volunteer applications for eligibility, interest, and policy compliance.
- Oversee interviews and screening for skill-based, leadership, or specialized volunteer roles.

- Ensure all volunteers complete required onboarding steps, including waivers, training, and documentation.
- Oversee volunteer orientations, including scheduling, facilitation, materials, and follow-up.
- Develop and maintain post-orientation training pathways, role-specific training, and competency benchmarks.
- Determine readiness of volunteers for advanced roles.
- Ensure accommodation is identified and implemented for volunteers with disabilities or special needs.

Volunteer Supervision, Staffing & Support

- Oversee volunteer scheduling systems and ensure adequate staffing coverage across programs.
- Coordinate staffing needs with department coordinators, managers and shelter leadership.
- Exercise discretion in balancing volunteer preferences with operational needs.
- Own volunteer performance management, including coaching, documentation, behavior plans, restrictions, and dismissal decisions when necessary.
- Address volunteer concerns, conflicts, or conduct issues with professionalism and empathy.
- Foster a culture of accountability, inclusion, and respect.
- Advise leadership on volunteer-related risk, behavioral patterns, and recurring concerns.
- Identify when volunteer involvement is no longer appropriate for safety or culture.

Volunteer Engagement & Retention

- Build a supportive and engaging volunteer culture that encourages long-term commitment.
- Develop recognition, appreciation, and advancement opportunities for volunteers.
- Support continuing education and cross-training opportunities.
- Serve as a consistent point of contact and advocate for volunteer needs within leadership discussions.

Records, Systems & Administration

- Maintain accurate volunteer records, including applications, waivers, contact information, and role assignments.
- Oversee volunteer databases and ensure data integrity.
- Ensure clear, timely communication with volunteers via email, platforms, or internal systems.
- Respond to volunteer inquiries from the website, phone, and general communications.

Internal Collaboration & Communication

- Serve as liaison between volunteers and program leaders, and leadership staff.
- Collaborate with department leads to align volunteer roles with operational priorities.
- Participate in leadership meetings and planning related to staffing, capacity, and program needs.
- Support volunteer involvement at off-site events and special initiatives as needed.

Education & Experience

- 3+ years supervising people (employees or volunteers) with direct responsibility for performance management.
- Demonstrated experience handling conflict, accountability conversations, and difficult interpersonal situations.
- Experience leading adult learners or training programs.

- Experience in animal welfare, healthcare, social services, education, or other high-emotion environments strongly preferred.
- Volunteer management experience preferred but not required.

Skills & Competencies

- Exceptional interpersonal judgment and emotional intelligence
- Ability to address conflict directly while maintaining relationships
- Comfortable holding boundaries and enforcing expectations
- Coaching and feedback delivery skills
- Clear written and verbal communication across varied audiences
- Organizational and systems-thinking ability
- Ability to remain calm and professional during emotionally charged situations
- Commitment to equity, inclusion, and respectful communication

Work Schedule & Conditions:

- Full-time, 40 hours per week
- Flexibility required, including some evenings and weekends for volunteer coverage, or events
- Exposure to cleaning agents, allergens, and zoonotic diseases
- Work may be subject to frequent interruptions and loud/frequent noise
- Potential exposure to dangerous or fractious animals, bites, and scratches

Who Thrives in This Role

This role is ideal for someone who:

- Enjoys coaching and developing people
- Is comfortable making difficult but fair decisions
- Can balance compassion with structure and accountability
- Likes improving systems, not just maintaining them
- Communicates clearly even in tense situations
- Finds purpose in supporting both humans and animals

Benefits:

- Medical and Dental insurance plan with the employer funding 50% of the employee premium
- 403(b) retirement account
 - 3% of your earnings are contributed by the organization
 - The option to elect to contribute additional pre-tax wages is available
- Flexible PTO policy designed to support sustainability while maintaining operational coverage.
- 10 paid holidays per year
- Opportunities for professional development and continuing education

Compensation:

\$45,000-\$55,000 annually. To apply, please send a resume and cover letter to sara.post@felinerescue.org. The position will remain open until filled.