

JOB DESCRIPTION

JOB TITLE:

Development and Volunteer Manager (Full time, exempt)

REPORTS TO:

Director of Development

WHO WE ARE:

At Hillcrest Hope, our mission is to empower individuals and families experiencing homelessness to achieve personal independence through transitional housing, accountability, education, and community support.

We envision a community where everyone has life's basic necessities, standing on their own with dignity.

We believe that the strength of our team, united by a shared commitment to integrity, is fundamental to achieving this vision and making a positive difference in the lives of those we serve.

As a prospective member of our team at Hillcrest Hope, your commitment to embracing our purpose and being dedicated to upholding our values will help us achieve our mission.

POSITION OVERVIEW:

The Development and Volunteer Manager is a dynamic, mission-driven professional responsible for managing volunteer programs, supporting fundraising and development initiatives, assisting with special events, marketing and outreach efforts. This role is critical to advancing the organization's mission and building strong relationships with volunteers, donors, and the broader community.

CORE COMPETENCIES:

- Volunteer Focus--Shows interest in, anticipates, and responds timely to volunteer needs. Recognizes adverse volunteer reactions and seeks alternative solutions when possible
- Effective Communicator--Can convey information, ideas, and instructions to individuals or groups in oral or written form
- Collaborates Effectively--Thrives in a team environment, working toward common goals, sharing knowledge and responsibilities while fostering teamwork and building a positive team dynamic

Empowering individuals and families experiencing homelessness to achieve personal independence through transitional housing, accountability, education, and community support.

- Relationship builder--Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Detail-oriented--Performs tasks with care, checking work to ensure accuracy and completeness
- Problem-solving--Can identify and analyze problems, find the best solutions, and implement them
- Time management--Can prioritize tasks, meet deadlines, and use time effectively
- Flexibility--Responds positively to change, embracing and using practices or values to accomplish goals and solve problems

PRIMARY DUTIES AND RESPONSIBILITIES:

Volunteer Management

- Recruit, onboard, and schedule volunteers to meet organizational needs
- Build strong relationships to ensure volunteer engagement, recognition, and retention
- Maintain accurate volunteer records and track hours and contributions
- Develop strategies to grow the volunteer program and increase community participation

Development Support

- Assist with donor relations, including acknowledgment letters, database management, and reporting
- Support fundraising campaigns, grant reporting, and donor research
- Collaborate with leadership to implement development strategies

Special Events

- Support planning and execution of special events, fundraisers, and community outreach activities
- Coordinate event logistics, including vendors, volunteers, and attendee communications
- Assist with post-event evaluation and reporting

Marketing & Outreach

- Support social media, newsletters, and website updates to promote programs and events
- Assist with promotional materials and storytelling that highlights organizational impact

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QUALIFICATIONS:

- High school diploma or GED required, Bachelor's degree a plus
- Proficiency in Microsoft Office Suite required, especially Excel, Outlook, and PowerPoint.
- Strong interpersonal and communication skills; comfortable working with diverse populations.
- Highly organized, detail-oriented, and able to manage multiple priorities simultaneously

WORKING CONDITIONS:

- The Development and Volunteer Manager usually works in an office environment, but the mission of the organization may sometimes take them to nonstandard workplaces
- The Development and Volunteer Manager will be required to work occasional evenings and weekends to accommodate the organization's mission.
- Able to perform the basic functions of the position, including extended hours of standing, bending, and stretching
- Must be able to lift and carry supplies and equipment, up to 40 lbs
- Must have reliable transportation and a valid driver's license and insurance

SALARY RANGE AND BENEFITS:

- Full Time (Exempt) \$45,000 – \$50,000, based on relevant experience
- Health Premium Reimbursement, up to \$500 per month
- Dental, Disability, and Life Insurance paid for by Hillcrest Hope
- PTO starting at 128 hours, plus all major holidays
- 401(k) plan with traditional and ROTH options, 3% match