



LARIMER HUMANESOCIETY

Volunteer and Humane Education Program Manager (Animal Shelter)

Job Title:	Volunteer and Humane Education Program Manager
Department:	Community Relations - 06
Job Classification:	Full-time; Salary; Exempt Position
Job Relationships:	Reports to the Director of Development and Community Relations; Supervises volunteers and applicable interns

Our Volunteer and Humane Education Program Manager is responsible for planning, developing, implementing and managing all aspects of volunteer programs and services for Larimer Humane Society. Develops and links volunteer program strategies directly to Organizational needs to expand the effectiveness and reach of volunteer services in support of agency mission and goals. Ensures the needs of volunteers and the needs of the Organization are effectively integrated and managed. Maintains the volunteer funnel and skillfully utilizes the volunteer resource in the most effective manner while planning ahead to meet emerging Organization issues and needs. Additionally, the position is responsible for planning and overseeing the design and implementation of Larimer Humane Society's youth Humane Education program and ensuring it adequately represents the policies and ideology of Larimer Humane Society.

Essential Duties and Responsibilities - Volunteer Program – Approximately 75% of time

- Creates annual plan and budget for the volunteer program;
- Manages and oversees the success of long-range and annual volunteer initiatives including recruitment, orientation, selection, initial training, monitoring, retention, and recognition of volunteers; identifies volunteers for leadership positions within the organization;
 - Works to enhance the volunteer experience through establishing appropriate volunteer guidelines, specific job descriptions, training programs and performance feedback;
 - Oversees the development of leadership volunteers within the volunteer program;
 - Conducts Larimer Humane Society's volunteer orientations including processing volunteer applications, sending reminders, printing all necessary forms, conducting follow-up, etc;
 - Evaluates volunteer program effectiveness; monitors volunteer and department needs with Department Volunteer Supervisors and managers to strengthen and grow volunteer program;
 - Manages, plans and ensures implementation of all volunteer recognition efforts, including annual volunteer appreciation;
 - Organizes and maintains accurate and timely records of all volunteer activities; provides monthly, annual and periodic reporting of volunteer program activities and statistics;
 - Maintains statistics that measure volunteer retention and implements strategies to improve retention;
 - Assists Department Volunteer Supervisors with resources and tools including training and mediation of conflicts, and addresses concerns as needed; conducts regular meetings with Volunteer Supervisors to discuss volunteer management ideas, issues, challenges and solutions;
 - Establishes and implements community service volunteer protocols and management;
 - Recruits volunteers for fundraising and special events;
 - Remains current in, and increases, volunteer management skills and reevaluates and builds the volunteer program as necessary;
 - Tracks federal and state legislation applicable to the utilization of volunteers, and modifies Larimer Humane Society's policies and procedures to ensure compliance.

Essential Duties and Responsibilities - Humane Education - Approximately 25% of time

- Manages, oversees, schedules and implements all on- and off-site Humane Education programs, including the research, development and implementation of effective and interactive lessons, materials, and visual aids for youth and adults (examples: Critter Camps, Tail Tale Story Time, half-day Humane Education camps, and off-site Humane Education); ensures programs meet Colorado's state education standards

where required or appropriate; ensures programs incorporate a holistic approach to learning; develops and maintains program resources;

- Conducts or coordinates shelter tours for schools (preschool through college), businesses and community groups;
- Trains, supervises, and schedules volunteers to conduct Humane Education programs and tours;
- Organizes and maintains accurate and timely records of all Humane Education activities; provides monthly, annual and periodic reporting of humane education activities;
- Creates annual plan and budget for the Humane Education program;
- Ensures that Humane Education programs promote Larimer Humane Society's mission, vision and goals;
- Responds to requests from students and teachers seeking materials and information relating to Larimer Humane Society and/or animal welfare;

Other Duties/Responsibilities:

- Builds trust, values others, communicates effectively, drives execution, fosters innovation, focus' on the customer, collaborates with others, solves problems creatively and demonstrates high integrity;
- Represents Larimer Humane Society in public speaking/presentations, volunteer management and fundraising events;
- Maintains applicable internship program information and records as required;
- Analyzes program risks and makes recommendations;
- Establishes and maintains effective internal and external relationships that meet company values and is professional in all interactions;
- Assists in campaigns, promotions and fundraising events as needed;
- Serves as backup to Marketing and Community Outreach Program Manager as needed;
- Creates and implements process improvements in all areas of responsibility;
- Participates in professional development meetings and seminars, serves on assigned organizational committees and attends meetings as required;
- Models the Organization's Standards of Professional Conduct;
- Other duties as assigned.

Job Qualifications:

Education/Experience: Minimum of a Bachelor's Degree or equivalent work experience in volunteer management, education, communications, environmental studies or public relations. Minimum of one year experience managing volunteers (program size of 50+ volunteers preferred). Minimum of one year staff supervisory experience required. Proven program management, public speaking, training and event planning experience required. Experience using volunteer management software, or comparable data base management software, highly preferred with Volgistics software experience a plus. Prior personal volunteer experience required and public relations experience a plus. Experience working with a variety of age groups from children to senior citizens preferred. Experience presenting educational programs in K-12 classrooms a plus. Familiarity with K-12 Colorado State education standards helpful. Animal or environmental welfare experience and knowledge of humane education preferred. Certification in volunteer administration a plus.

Knowledge/Skills/Abilities: Proven and effective verbal, written and interpersonal communication skills required. Program management, event planning and project management skills. Confident and skilled public speaker and program presenter. Excellent customer service skills required. Supervisory skills and knowledge, and the ability to work well with culturally diverse populations across age groups is required. Must be proficient with computers and skilled in using the MicroSoft suite. Interest in and knowledge of animal welfare related issues. Ability to develop and deliver presentations and written documents aimed at various age groups. Strong organizational and project management skills. Ability to use supervision skills to resolve problems with clarity, tact and success. Excellent attention to detail and teamwork skills plus proven influencing skills. Ability to use sound judgment when dealing with volunteers, clients, animal-related concerns and confidential information. Must have and use emotional intelligence, work ethics and integrity skills. Knowledge of animal breed, behavior and handling is helpful. Ability to work a varied work schedule including evenings and weekends as required. Skilled and committed to building and maintaining professional relationships at all levels. Commitment to the CCVA (Council for Certification in Volunteer Administration) values of citizenship, respect, accountability, fairness and trust.

Working Conditions:

Work Environment: Cubicle office space; Exposure to animals and animal handling; Potential exposure to zoonotic diseases and animal bites and scratches; Exposure to high noise levels when in kennels; Work may be performed outdoors with exposure to all weather conditions.

Physical Activities: Includes ability to drive, stand, sit, bend, squat, walk, input data on a computer, and talk for up to eight hours or more a day; Frequent lifting and carrying of up to 30 pounds without assistance; Some lifting and carrying of greater weights with assistance; Able to work a flexible schedule with regular weekend and evening shifts as required.

Other: Must be at least 21 years of age (required for insurance purposes); Valid Colorado Driver's License and insurable driving record. Able to work a flexible schedule including evenings and weekends as required.

Larimer Humane Society conducts criminal background checks, DMV checks and requires drug testing of all employment candidates.