



## **JOB ANNOUNCEMENT**

### **Director of Volunteer Services**

**Synopsis:** Oversee the development and implementation of new volunteer department designed to serve community members including children, families, and older adults. This is an opportunity for a creative and dynamic professional to make a difference in the lives of thousands of community members living on the Lower East Side and throughout New York City.

**Organizational Background:** Hamilton-Madison House has been serving the residents of Manhattan's Lower East Side since 1898, with offices located throughout Chinatown and the Lower East Side, Two Bridges neighborhoods. We foster the wellbeing of vulnerable populations including the elderly, children, the ill and handicapped, new immigrants, refugees and the unemployed by delivering critical, timely and culturally appropriate services for all stages of life.

**Summary of Position:** Hamilton-Madison House is creating a volunteer department to support the work throughout the agency. Under the supervision of the Executive Director, the Director of Volunteer Services will develop and implement an agency-wide volunteer strategy and will be responsible for its ongoing success. This includes identifying agency needs and opportunities; developing and implementing an outreach and recruitment plan; working with staff throughout the agency to ensure that client needs are accurately identified and appropriately met; serving as spokesperson for the program and agency; and recruiting and supervising volunteers. This is an exempt position.

#### **Minimum Qualifications:**

- Master's Degree in Social Work, Human Services or related field
- Minimum of 2 years supervisory experience
- Knowledge of management principles and evaluation techniques, preferably related to programs that involve volunteers
- Demonstrated ability to effectively communicate orally and in writing
- Basic computer literacy and experience in Microsoft Windows and Microsoft Office
- Ability to work independently and handle multiple projects and deadlines
- Bilingual in English and Cantonese or Mandarin a plus

**Responsibilities:**

- Conduct an analysis of all Hamilton-Madison House departments and services to determine strategy for design and implementation of agency-wide volunteer department
- Develop, promote, and maintain a wide range of volunteer opportunities within the organization
- Develop policies, procedures, and practices to launch and sustain volunteer department
- Manage the development and implementation of marketing and outreach plan, including social media platform, to recruit cadre of volunteers
- Recruit, vet, train, supervise and retain volunteers to work throughout the organization
- Maintain records and database to ensure appropriate documentation of volunteer files and volunteer assignments
- Promote the organization and serve as an agency spokesperson through outreach, serving on committees throughout NYC, participation in community events, and representing the organization to the public

**Compensation:** Commensurate with qualifications and experience  
**Hours:** Monday to Friday, 35 hours per week; Occasional nights and weekend hours required

**To Apply:** Submit cover letter and resume to:  
Fax: 212.349.2793  
Email: [hrdept@hmhonline.org](mailto:hrdept@hmhonline.org)

**Posting Date:** February 6, 2020                      **Application Deadline:** Until filled

**Hamilton-Madison House is an Equal Opportunity Employer**