



Volunteer Services Manager

*Do you believe everyone deserves high quality health care?
Do you enjoy building structures that empower people to succeed?
Are you a systems-thinker with a passion for community service and health equity?*

The Volunteer Services Manager at CommunityHealth is a unique opportunity to apply your skills to ensure quality health care for all while working in a flexible, friendly, multicultural environment where everyone is passionate about the same goal.

The Opportunity

Reporting to the Director of Strategic Growth & Partnerships, the Volunteer Services Manager oversees all aspects of CommunityHealth's volunteer and training programs, including recruitment, onboarding, engagement, retention, performance management, and program evaluation.

The Volunteer Services Manager partners closely with clinical and administrative departments to ensure adequate volunteer staffing across operations, optimize training program experiences, and foster a culture of volunteerism throughout the organization. As a member of the management team, this individual contributes to organizational strategy, continuous improvement initiatives, and the development of policies and procedures that support CommunityHealth's long-term growth.

Responsibilities

Volunteer Operations

- Lead the recruitment, screening, onboarding, credentialing, training, placement, scheduling, and tracking of a volunteer corps of more than 1,000 individuals.
- Continuously evaluate and strengthen volunteer vetting, credentialing, and engagement practices to align with industry standards and organizational needs.
- Ensure clinic sessions are fully staffed with appropriately trained volunteers to support high-quality patient care and operational excellence.
- Partner with health center leadership and staff to monitor volunteer and trainee performance, address concerns, and ensure compliance with organizational expectations.
- Develop and implement data-informed recruitment strategies for both clinical and non-clinical volunteers, forecasting future needs to support organizational growth.
- Assess current and emerging operational needs and design volunteer opportunities that enhance clinic capacity and staff effectiveness.
- Evaluate volunteer training materials and programs, identifying opportunities for innovation and continuous improvement.
- Manage volunteer feedback and survey initiatives to measure satisfaction, improve retention, and strengthen the volunteer experience.
- Oversee volunteer communications, including newsletters, online platforms, resource updates, and engagement campaigns, ensuring timely and consistent messaging.
- Lead volunteer engagement initiatives, including recognition programs, professional development opportunities, special events, and community-building activities.
- Serve as an organizational thought leader on volunteer management trends, best practices, and workforce engagement strategies.
- Collaborate with multidisciplinary teams to support coordinated patient care and organizational goals.

Leadership & Administration

- Develop and manage the Volunteer Services Annual Action Plan, goals, metrics, and budget.
- Supervise and support Volunteer Services team members, fostering a high-performing and collaborative culture.
- Create, maintain, and improve operational procedures, documentation, and process guides.
- Ensure the accuracy, security, and integrity of volunteer information within volunteer management and electronic medical record systems.

- Participate in and facilitate cross-functional committees, workgroups, and strategic initiatives.
- Represent CommunityHealth at community events, partner meetings, and professional gatherings as needed.

Qualifications

Required

- Commitment to CommunityHealth's mission, values, and model of care.
- Bachelor's degree or equivalent combination of education and experience.
- 1-2+ years of experience in a supervisory, team leadership, program management, or operations role.
- Demonstrated experience recruiting, onboarding, training, and retaining volunteers, staff, or program participants.
- Strong project management and organizational skills, with the ability to manage multiple priorities and stakeholders simultaneously.
- Experience developing and improving processes, policies, and performance measures.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to thrive in a fast-paced, evolving environment and adapt to changing priorities.
- Proficiency with Microsoft Office Suite, including Excel, PowerPoint, Word, and Outlook.

Preferred

- Experience in healthcare, nonprofit, community-based, or mission-driven organizations.
- Experience coordinating volunteers and/or training adult learners.
- Experience with Volgistics or similar volunteer management platforms.
- Experience managing large-scale volunteer programs.

LIFE EXPERIENCE: We know that many of your most character-building experiences do not show up neatly on a resume. Please use a **cover letter** to tell us why you would be a good fit for this job, focusing especially on those qualifications that do not appear on your resume.

Core Competencies

- Leadership and team development
- Volunteer engagement and retention
- Relationship building and stakeholder management
- Cross-functional collaboration
- Strategic thinking and program growth
- Process improvement and operational excellence
- Data-informed decision making
- Cultural humility and commitment to serving diverse communities

Compensation

- The starting salary range for this position is \$56,500 - \$62,000, commensurate with experience
- CommunityHealth values wellness and work/life balance for our employees. To that end, we offer a wide range of benefits for employees, such as a hybrid in-person/remote work schedules, health insurance, retirement savings, a variety of opportunities for paid time off, and more. Read more about our [Total Rewards Package here](#).

To apply: Interested candidates should submit a cover letter and resume (NO PHONE CALLS) to: Ava Zeligson, Director of Strategic Growth and Partnerships azeligson@communityhealth.org

CommunityHealth is an equal opportunity employer and is committed to building a diverse team. Bilingual (especially Spanish or Polish speakers) candidates are strongly encouraged to apply for all positions at CommunityHealth. Our work environment is safe and open to all employees, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, etc.

NOTE: All employees are expected to be fully up to date on the latest vaccinations against COVID-19 and influenza or adhere to masking requirements during respiratory illness season.