

Community Resiliency Volunteer Manager

If you love balancing people and process, building genuine relationships with community partners and volunteers while also maintaining the data systems that keep volunteer engagement running smoothly, then United Way of Asheville and Buncombe County (UWABC) is where you want to be. The Community Resiliency Volunteer Manager is part of the Community Engagement team, works closely with community organizations, volunteers, and UWABC teammates, and holds true to UWABC's long-term strategic vision.

This position is responsible for leading community resilience volunteer engagement in support of UWABC's community resiliency goals, Buncombe County's Long-Term Recovery Group (LTRG), and building, launching, and managing a multi-county volunteer recruitment platform. This includes all processes, communication, partner outreach and support, training, and platform management practices.

KEY RESPONSIBILITIES

Community Resiliency

- Support community resilience partners' volunteer needs through Days of Connection, Community Recovery Days, and assistance posting on Hands On.
- Coordinate volunteer projects, including We Care Experiences related to Community Resiliency.
- Support the LTRG volunteer committee by leading committee meetings and coordinating volunteer projects as needed.
- Monitor and evaluate volunteer participation and impact; provide regular reports to the Director, LTRG volunteer committee leadership (as appropriate), and UWABC staff.
- Support community resilience-related volunteer recruitment, training, retention, appreciation, and stewardship aligned with UWABC's volunteer engagement strategy.
- Deliver volunteer experiences that incorporate inclusion considerations, with an emphasis on diverse community-based audiences.
- Ensure that data entry for volunteer projects follows established processes and protocols.
- Lead community resiliency volunteer event planning and logistics, and support signature events when you're not the lead staff member.
- Coordinate with community partners to establish AmeriCorps support, specifically, NCCC project sites, and provide them with logistical support, including grant application, securing partner host sites, crew onboarding, and supervision. *Note: AmeriCorps coordination is limited to active disaster response and immediate recovery phases only.*
- Facilitate the Volunteer Corps program, in partnership with the VE team, by engaging internal volunteers to support UWABC staff members and external volunteers to support community partners.
- Promote the use of Hands On Asheville-Buncombe to potential volunteers, nonprofit partners, and businesses through speaking engagements and community events.

- Conduct partner networking events covering volunteer management best practices, Hands On database informational sessions, and provide a gathering space for community volunteer managers.
- Create and manage event budgets to ensure effective and efficient delivery of volunteer engagement initiatives.

Multi-County Volunteer Database

Partner Engagement & Support

- Develop and implement a new regional volunteer platform to support ongoing resiliency and recovery work throughout WNC.
- Recruit and onboard regional partners, including LTRGs, nonprofits, local governments, and faith-based groups, onto the volunteer platform.
- Develop and implement the partner onboarding process and ensure new eligible partners have signed the partnership agreement before listing opportunities on the platform.
- Ensure partner contacts remain current and that yearly agreement processes are followed.
- Provide one-on-one support, training, and onboarding sessions to help partners post opportunities, manage listings, and optimize their volunteer engagement.
- Maintain regular communication with partner organizations to ensure opportunities remain accurate, active, and aligned to community needs.
- Help partners troubleshoot basic platform issues and escalate technical needs as appropriate.
- Partner with LTRGs and recovery coalitions across Western North Carolina to ensure volunteer needs are clearly listed and supported.
- Assist community partners in preparing volunteer roles related to long-term recovery.
- Serve as a connector between volunteers and recovery partners when urgent or emerging needs arise.

Volunteer Recruitment & Communications

- Monitor volunteer sign-ups and help organizations respond to inquiries or connect with appropriate opportunities.
- Draft and schedule volunteer communications, such as platform updates or targeted recruitment messages. Analyze if communications are effective in supporting recruitment efforts.
- Develop user lists/groups to support targeted recruitment messages.
- Coordinate closely with the UWABC Volunteer Engagement team when partners want to list opportunities in Buncombe County.
- Partner with other organizations to promote the platform through outreach efforts (e.g., Red Cross).

Platform Management & Data Coordination

- Develop Standard Operating Procedures (SOPs), templates, and other key infrastructure for building a new volunteer database platform
- Maintain data accuracy on the volunteer platform, including reviewing postings, moderating submissions, and updating information.
- Support reporting needs by generating basic analytics on volunteer sign-ups, partner engagement, and regional trends.
- Ensure data integrity through regular system checks, clean-up, and maintenance.

- Collaborate with technology partners (e.g., platform providers) to identify issues, improvements, or needed functionality.
- Design, update, or implement data collection tools, surveys, and evaluation instruments to gather relevant information about volunteer demographics, interests, experiences, and satisfaction levels.

During active disaster response or recovery phases, this position may be activated to support emergency operations and temporarily reassigned to duties outside the normal scope of this role in alignment with volunteer engagement and organizational needs.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are associated with the position. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

MINIMUM REQUIREMENTS

- Bachelor's degree in social services, nonprofit management, communications, or related fields, and 3 years of experience in volunteer coordination, partner outreach to include data management, or equivalent education and experience with at least 2 years focused on volunteer coordination.
- 1 or more years of experience supervising volunteers.
- Strong communication skills in English (written and verbal); ability to manage sensitive situations with tact, professionalism, and diplomacy.
- Ability to work a flexible schedule, including evenings and weekends as needed.
- Commitment to the mission and guiding principles of UWABC and the ability to model those principles.

TECHNICAL SKILLS, ABILITIES, AND OTHER REQUIREMENTS

- Proficient with Google Suite, Microsoft Office, and Zoom; ability to learn and use a variety of platforms (e.g., Airtable, Asana, Get Connected, or similar volunteer management systems).
- Previous data management experience and ability to train others on technology platforms.
- Ability to manage multiple priorities, maneuver complex work environments, engage in planning and problem-solving, act without being prompted, and execute details promptly with minimal supervision.
- Previous public speaking experience.
- Ability to build and maintain relationships with diverse staff, volunteers, community members, governments, community partners, and corporate partners.
- Ability to define problems, collect data, establish facts, and draw conclusions.
- Ability to work independently and in teams; effective problem-solver with strong initiative.
- Holds self accountable for achieving results and contributes to team success.
- Valid driver's license with a driving record that meets insurance requirements and access to reliable transportation.

NICE TO HAVE

- Bilingual – English/Spanish.
- Proficiency in the Get Connected volunteer management platform or similar.
- Prior experience with project management software.

- Prior experience working with AmeriCorps members or similar groups.
- General knowledge of health and human services in Western North Carolina.
- Experience supporting disaster recovery, LTRGs, or emergency response organizations.

WORK ENVIRONMENT

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals who are differently abled to perform the essential functions.

While performing the duties of this position, the employee is regularly required to:

- Sit, stand, walk, reach with hands and arms, talk, and hear; use finger and hand motion.
- Must regularly lift and/or move objects up to 30 pounds.
- Moderate level of stress caused by tight deadlines; moderate eyestrain from extended computer use.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.
- Frequent work in the community at volunteer projects; occasional work outside of normal business hours.
- Drive a vehicle within the region; moderate office noise level.

This position is exempt from overtime regulations. Hybrid work environment: a mix of office, remote, and community settings. New employees are required to work from the UWABC office a minimum of 3 days per week for the first 90 days; the schedule may be modified thereafter based on a conversation with the supervisor.

Reports To: Director of Volunteer Engagement

Supervises: Volunteers, AmeriCorps members during active disaster response and recovery efforts.

Hours: 40/week

Hiring Range and Benefits: \$55,540 to \$62,480 plus full benefits, including paid vacation, sick and personal leave; employer contributions to 401(k), 100% premium coverage for employees and contributions to dependent health, dental, and vision insurance benefits, employer-covered life and disability insurance, employee assistance program, self-care fund, and coaching and support.

United Way of Asheville and Buncombe County is an equal employment opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.