



Silver Lining Mentoring Volunteer Manager

Organizational Overview:

Silver Lining Mentoring empowers youth in foster care to flourish through committed mentoring relationships and the development of essential life skills. For over ten years, Silver Lining Mentoring has enjoyed continuous growth and success in matching youth in the child welfare system with highly committed volunteer mentors. Silver Lining Mentoring works with young people who are preparing to age out of the child welfare system by teaching critical life skills to help teens successfully transition to adulthood. Silver Lining continues to be among only a few mentoring organizations in the United States, and the only mentoring organization in Massachusetts, that exclusively serves the unique needs of youth in the foster care system.

Silver Lining offers three core services to youth impacted by the child welfare system, Community Based Mentoring, which provides one-to-one volunteer mentorships to youth ages seven and older, Learn and Earn which provides life skills development and leadership opportunities to young people ages 16 and older and Young Adult Services which provides critical and urgent resources, such as housing support, to youth who have aged out of the child welfare system. All programs promote social skills, cultivate positive relationships and a sense of community, build self-esteem, and equip youth with skills and relationships critical to their healthy development and successful transition into adulthood.

For more information on our work, our supporters and the incredible young people we serve, please visit www.silverliningmentoring.org.

Position:

The Volunteer Manager is a new role and will work within the Program team, but with cross-departmental responsibilities. The Volunteer Manager will supervise the Outreach Coordinator and be responsible for managing the pipeline of volunteers for Silver Lining Mentoring, with a focus on mentors. We are looking for a skilled professional who will ensure we have effective processes and carry out strong ongoing communication with all of our volunteers.

Responsibilities:

Outreach

- Oversee and manage outreach calendar to align recruitment efforts with volunteer needs. Lead community partnership efforts with Outreach Coordinator to build effective pipelines for volunteer recruitment.
- Supervise Outreach Coordinator(s) and interns, including hiring/onboarding of new staff and interns, providing appropriate expectations, supporting staff/interns to be successful in their role, and delivering performance evaluations.
- Review and refine content delivered through information sessions and tailor content as needed to reflect varying audiences and opportunities.

Volunteer Management

- Work collaboratively with program and development teams to identify volunteer needs and define volunteer roles.
- Work collaboratively with SLM staff members to ensure volunteer roles are established, supervised and appropriate feedback is given to volunteer through completion of the assigned task. Ensure volunteers are appropriately thanked and acknowledged for their contributions.

- Lead process to expand and evaluate volunteer management system to ensure that volunteers are utilized appropriately and benefit the organization.
- Lead communication and volunteer engagement process to ensure volunteers are properly engaged before, during and after their service.
- Manage the mentor intake process, including, but not limited to:
 - Scheduling of interviews and trainings for potential mentors
 - Maintaining regular communication with Program Coordinators assessing needs for the mentor pipeline
 - Oversee and implement quality control measures for Salesforce entries related to mentor intake
- Lead the planning and implementation, with support of the program and development teams, of at least one volunteer appreciation event per year.
- Work with the Director of Development and External Relations Coordinator to plan and execute fundraising and “friendraising” events including the annual Match Gala, John Hancock Non-Profit Partner Boston Marathon team and The Rodman Ride for Kids Charity Bike Ride.

Training

- Oversee scheduling of Mentor trainings for mentor applicants and ensuring appropriate staffing is in place
- Serve as lead trainer for Mentor trainings, delivered in collaboration with clinical Program Coordinators/Supervisors
- Manage and oversee the development and implementation of online component(s) of the mentor training in collaboration with Program Supervisor
- Continually assess the training content and delivery and make adjustments and updates as needed
- Build and oversee process to manage Silver Lining’s thought leadership efforts with funders, stakeholders, providers and the community at large

Other duties as assigned.

Qualifications:

- Commitment to and belief in the mission, vision and values of Silver Lining Mentoring;
- Excellent interpersonal, verbal and written communication skills;
- Effective planning, organizational, and time management skills and keen attention to detail;
- Ability to work independently as well as collaborate effectively with a team;
- Ability to multi-task and to respond flexibly to a fluid and evolving agency environment;
- Strong Microsoft Excel, Word and database management skills;
- Driver’s license preferred (job requires some travel in and around the greater Boston area)
- Willingness to give and receive constructive feedback;
- Willingness to go above and beyond in time and effort to ensure agency goals are met;
- Bachelor’s degree required.
- Training experience preferred
- 4+ years of professional experience in the non-profit or for profit sector preferred.
- 2 years supervisory experience preferred

Silver Lining Mentoring offers a strengths-based collaborative staff team, flexible work environment, and accessible office location in downtown Boston. This position will require some evening/weekend hours monthly. Salary commensurate with experience.

To Apply:

Candidates should review [Silver Lining Mentoring’s website](#) and submit a resume and cover letter explaining why you would like to be considered for this position to HR@silverliningmentoring.org.

Silver Lining Mentoring is an Equal Opportunity Employer.

<http://www.silverliningmentoring.org>