



ROLE DESCRIPTION

ROLE: Director, Church and Volunteer Partnerships

DEPARTMENT: Church and Volunteer Partnerships

REPORTS TO: President or Designee of President (Effective 10/1/26)

DIRECT REPORTS: Three Engagement Managers (Volunteers and Churches)

WORK LOCATION: Primarily 1805 Dalton Avenue, Cincinnati, Ohio 45214 & Hope House Mission, Middletown, OH.

CLASSIFICATION/ STATUS: Full-Time Exempt (Office hours may include evenings or weekends on occasion to engage with volunteers.)

ORGANIZATIONAL OVERVIEW: City Gospel Mission has served under-resourced individuals and families in the Greater Cincinnati region for more than a century. We provide transformational programs focused on food & shelter, recovery support, employment assistance, and youth programs and services that enable long-term life change for participants. We partner with donors, volunteers, churches and the community at large to provide restoration and lasting hope.

As part of our continued growth and regional collaboration, Hope House Mission in Middletown, Ohio will fully merge with City Gospel Mission on January 1, 2027. This integration will expand our ability to serve the Northern Cincinnati and Mid-Miami Valley communities.

POSITION SUMMARY: CGM's relationships with churches and volunteers are critical to being able to deliver our programs and to meeting our goals of helping participants move from Poverty to Prosperity. This person provides strategic leadership that enables CGM to build an abundance of church and volunteer relationship that grow deeper and more rich over time. This person leads the team that stewards the processes, tools, and people who engage with volunteers and churches (church members) on a day-to-day basis and at the highest level of partnership.

The Director is responsible for building sustainable systems, guiding employees and strengthening the organization's ability to grow church and volunteer relationships from transactional involvement to transformational partnerships—in a way that is aligned with CGM's values, programs, and long-term goals.

CGM's Mission: Breaking the cycle of poverty and despair, one life at a time.

CGM's Vision: Jesus Christ transforming lives in Greater Cincinnati through churches.

Key Responsibilities:

1. Do the work at hand in a manner that is aligned with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for ourselves and participants in our ministry programs.
2. Strategic Vision & Leadership
 - Develop and implement a comprehensive strategy to grow and utilize churches and volunteers in transformational ways that help CGM accomplish its vision and strategic plans, while partnering to enable churches and volunteers to accomplish their goals.

- Establish clear goals, metrics, and outcomes for the church and volunteer engagement team.
 - Serve as a key thought partner for executive leadership on faith-based engagement and volunteer strategy.
 - Lead the team of employees who work directly with churches and volunteers.
3. Church Partnership Oversight & Systems
 - Lead the identification, cultivation and stewardship of church partners across varying levels of engagement. We hope to deepen relationships over time.
 - Oversee church-facing initiatives including service projects, seasonal outreaches, program partnerships, and mission engagement opportunities
 - Collaborate with Engagement Areas to create and collaborate on plans to utilize church partnerships to execute/or supplement CGM program needs.
 - Collaborate with Development to create and collaborate in the areas where church and volunteer relationship intersect with donor relationships.
 - Oversee the CGM's outreach efforts with pastors, church leaders, and denominational partners through meetings, presentations, and events. (All members of the team are a part of this process.)
 - Guide the development and consistent use of the church tracking tool (CRM).
 4. Volunteer Engagement Oversight & Systems
 - Provide oversight for volunteer recruitment, onboarding, training, placement and retention strategies.
 - Ensure volunteer roles are well-defined, mission-aligned, and supportive of employee and program goals.
 - Guide the development and consistent use of volunteer systems, databases, policies, and SOPs (e.g., Samaritan Software, self-scheduling tools)
 - Champion best-practices in volunteer management, risk management, and healthy boundaries.
 - Oversee the development of training for churches and volunteers in understanding and working with the populations we serve.
 5. Team Leadership
 - Coach direct reports, using the one-to-one meeting process.
 - Lead the Engagement Manager team. Build/maintain a culture of excellence.
 - Work with each Engagement Area to develop best practices for utilizing volunteers.
 6. Cross-Department Collaboration
 - Partner with Engagement Areas to have effective and efficient Volunteers Operations.
 - Support seasonal and large-scale initiatives (e.g., Thanksgiving Exchange, Christmas Store, special events) by ensuring the appropriate church and volunteer engagement.
 - Help staff across the organization effectively engage and steward volunteers and church partners.
 7. Evaluation & Continuous Improvement
 - Track and analyze engagement data to assess effectiveness and inform decision-making.
 - Regularly evaluate systems, processes, and partnerships for improvement and sustainability.
 - Incorporate feedback from employees, volunteers and churches into ongoing strategy.
 8. Pray regularly for clients, employees, volunteers of City Gospel Mission. We value the power of prayer and encourage staff to pray. Spiritual growth is encouraged but not forced on residents. We believe praying for our clients has a positive impact on residents and staff.

As with all CGM staff, case managers will complete other work-related duties as assigned.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and regular Bible study and church attendance.
4. Agree with and sign City Gospel Mission Statement of Faith.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.
6. Must pass background, driver's license and drug test.

PHYSICAL REQUIREMENTS:

1. The person in this role will move and function in an office environment. He/she will ascend/descend stairs, lift and/or move up to 25 pounds of office equipment or furnishings in a shelter setting.
2. The person in this position frequently communicates with residents, employees, and visitors. She/he will verbally exchange accurate information in these situations.
3. Case Managers will soundly analyze information, visually review written information, and verbally communicate by phone.
4. This person will drive to various for in person meetings or events.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Bachelor's degree or equivalent experience.
2. Five years of experience in volunteer engagement, church engagement, nonprofit leadership, or related field.
3. Demonstrated experience building and managing partnerships with churches or faith-based organizations, relationship-based sales would also be considered.
4. Proven leadership and people-management experience
5. Ability to design systems, processes, and infrastructure for high-volume volunteer engagement across multiple departments.
6. Needed skills: Attention to detail, Active Listening, Empathy & Compassion, and Clear Oral and Written Communication.
7. Proficiency in computer programs such as Outlook, Word, Excel, PowerPoint, Teams and Google Docs is required.
8. Familiarity with volunteer management systems, CRM tools, and/or church management software
9. Experience working in rescue mission, social services, or faith-based nonprofit environments
10. Understanding of Christian values and faith-based culture, with the ability to work respectfully across diverse denominations.

COMPENSATION & BENEFITS:

Competitive salary commensurate with experience. Benefits: health insurance, retirement plan, paid time off.

Updated 7-20-26 President & Chief HR & TD