



ROLE DESCRIPTION

ROLE: Volunteer Engagement Manager – Cincinnati

DEPARTMENT: Church and Volunteer Partnerships (CVP)

REPORTS TO: Director of Church & Volunteer Partnerships

CLASSIFICATION/ STATUS: Full time, exempt. The office hours are typically “business” hours. This role requires flexibility to meet with individual volunteers and volunteer teams when and where they are available, including their sites and our sites. The person in this role will also represent CGM at events or activities which may require working early mornings (breakfast service) evenings and/or weekends as needed.

The work is conducted onsite and offsite.

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.

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES: The Volunteer Engagement Manager (VEM) leads the processes for onboarding, training, engaging, and helping to supervise volunteers who serve in CGM Adult Programs. (The CGM Youth Programs and Services Team provides training for volunteers in Youth.) This includes volunteers from CGM’s partner churches, businesses, organizations, and others who have been authorized to serve with program participants.

The Volunteer Engagement Manager works closely with the full CVP team and employees across Adult Programs to ensure the effective utilization of volunteers where they are engaging. The person in this role, leads the volunteer-participant component of CGM’s seasonal running-walking program called “Step Forward.”

The person in this role needs a balance of being organized, having good administrative and communication skills, and working well with people.

The CVP Team is pivotal to enabling City Gospel Mission to accomplish its mission and vision.

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.

MAJOR POSITION RESPONSIBILITIES:

1. Conduct the work of the Volunteer Engagement Manager in a way that is consistent with the ministry’s core values of being Godly, builders of meaningful Relationships, Compassionate, and focused on the program Participants’ positive Transformation.
2. Manage the online recruitment and placement of individual volunteers and groups for CGM’s Adult Programs and special events. Ensure all volunteers receive proper onboarding, training, recognition, and supervision in compliance with CGM’s Volunteer Best Practices.

3. Manage tours requests whether funneled from Development or coming from interested parties, including individuals or groups, companies or community partners.
4. Follow up on initial inquiries and applications from those interested in volunteering with Adult Programs (via phone or email) within three business days.
5. Proactively communicate with volunteers (group leaders or individuals) before they are scheduled to serve to cover: their schedules, their needs and any other matters that need to be addressed.
6. Ensure all volunteers know who to contact in the case of cancellation.
7. Ensure all volunteers know who to contact for questions/concerns while serving.
8. Establish regular email or phone check-ins throughout the year and at least one in-person check-in per year with group leaders and individuals (those volunteering who are not a part of a group).
9. Act as a liaison between volunteers and CGM employees and participants. Help CGM program employees engage with the proper CVP team member as needed.
10. Work with the Church Partnership Manager to ensure the smooth placement and onboarding of new Church Partners.
11. Keep the CVP team informed of any important Adult Program updates or changes that could affect volunteers and churches.
12. Maintain CGM's volunteer management system (Samaritan) for adult program volunteers. Ensure data integrity. Adhere to deadlines.
13. Work with the CVP team and adult program employees to help strengthen and support the ministry of City Gospel Mission.
 - Attend monthly staff meetings for Homeless Services, Transformational Recovery, and the Employment Network to keep informed about the work, listen for opportunities where volunteers could support and strengthen their efforts, and identify any volunteer issues that need addressing.
 - When a new opportunity is identified, work closely with staff to create a "role description." Once the role is officially approved, post that opportunity on CGM's website using Samaritan.
 - Update all volunteer calendars and schedules and send to staff weekly. Notify staff of any changes in scheduling immediately.
 - Work closely/communicate with the Homeless Shelter Kitchen Manager to ensure all meals are covered and he/she is aware of any schedule changes affecting meal service at Cincinnati Homeless Services and Women's Recovery Services.
 - Work with the CVP team to develop and conduct training/education for adult program staff about the best practices for working with volunteers.
 - Work with the CVP team to develop and conduct training/education as needed for adult program volunteers.

14. Step Forward is a CGM running and walking program created for residents in Recovery Residential Support Services and Homeless Services. Program participants train for local 10K and 5K races alongside volunteers and employee. The camaraderie of training, combined with the physical and mental exercise, fosters health, wellness and restorative community for all involved. The VEM oversees the training schedule, volunteer coordination, budget for training/equipment and celebratory events. This person leads this support program connecting CGM with volunteers and "Flying Pig" community of Cincinnati. This program is active between January and June.

Key Responsibilities:

Program Leadership & Strategy

- Partner with the Recovery (and Homeless Services) Program teams to create/execute a plan that meets organizational goals.
- Lead event experiences, kick-off, weekly training, cheer-day, Flying Pig weekend event, post-event review. This includes managing on-site preparations, activities and breakdown.
- Plan and execute the Step Forward post-season celebration event.

Budget Management

- Manage the program operations budget. Help with FY budget planning. Track expenditures and submit expenses reports.

Program Coordination

- Create and lead volunteer training sessions to improve team effectiveness and participant support.
- Communicate weekly with volunteers via emails and newsletters to provide key updates and information.
- Coordinate with employees, volunteers and vendors to define program expectations.
- Serve as the primary liaison between Engagement Area leaders and volunteers during all stages of planning and execution.

Create the Training Plan & Workout Schedule

- Develop and implement training schedules to help participants reach goals in a safe manner.
- Recruit volunteers and employees as training partners and encouragers.
- Work with Development to communicate fundraising components as requested, like peer-to-peers fundraising vehicles.

Communications

- Partner with Development on local TV interviews and media appearances.
- Collaborate with Communications Director to write and distribute press releases, as needed.

15. Be familiar with volunteer opportunities and needs in other areas of CGM to refer volunteers who may be better qualified to serve in other areas.
16. Like all employees, proactively help ensure the safety of volunteers, participants, employees, facilities and property remain safe.
17. Pray regularly for participants, volunteers, staff, and CGM. We value the power of prayer and encourage staff and volunteers to pray. (Spiritual growth is encouraged but not forced on participants).

As with all CGM staff members, the person in this role 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 must be able to occasionally work onsite with adult programs before or after typical business hours (Example: He/she might arrive at 5:30 AM on a Sunday to train a new breakfast group serving at the shelter).
2. 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 variety of settings, CGM sites, Church sites, etc.
3. The person in this position frequently communicates with church leaders and congregants, employees and visitors. She/he will verbally exchange accurate information in these situations.
4. Volunteer Engagement Managers will soundly analyze information, visually review written information and verbally communicate by phone.
5. This person will drive to various locations for in person meetings or events.
6. This person will participate in a running/walking program.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Bachelor's degree or equivalent experience.
2. Two 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. Needed skills: Attention to detail, Active Listening, Empathy & Compassion, Clear Oral and Written Communication.
5. Proficiency in computer programs such as Outlook, Word, Excel, PowerPoint, Teams and Google Docs is required.
6. Familiarity with volunteer management systems, CRM tools, and/or church management software
7. Experience working in rescue mission, social services, or faith-based nonprofit environments
8. 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 9-9-26 VP HR & TD