

Manager of Volunteer Engagement Camp Quality USA



Reports To: Executive Officer of Camps & Programs

FLSA Status: Exempt

Position Type: Full-Time

Expected Hours of Work: 40 hrs/wk must be available Monday- Friday standard business hours

ORGANIZATION OVERVIEW

Camp Quality USA is a nonprofit organization dedicated to bringing positivity, fun, and laughter to children facing cancer and their families. Through residential camps, year-round programs, and community events, we create supportive environments where children can experience the joy of childhood while building resilience and lasting friendships.

SUMMARY

The Manager of Volunteer Engagement is responsible for recruiting, training, coordinating, and retaining volunteers who are essential to Camp Quality USA's mission. This role requires someone who is passionate about volunteer engagement and understands the unique needs of working with children facing cancer. The Volunteer Manager will oversee all aspects of the volunteer program, from initial recruitment through ongoing recognition and retention, ensuring volunteers are well-prepared, supported, and motivated to provide exceptional care and experiences for our campers.

KEY RESPONSIBILITIES

Volunteer Recruitment & Outreach

- Develop and implement comprehensive volunteer recruitment strategies across multiple channels
- Partner with community organizations, colleges, healthcare institutions, and corporate groups
- Create compelling recruitment materials and presentations
- Maintain active presence at volunteer fairs, community events, and speaking engagements
- Manage online volunteer portals and social media recruitment campaigns
- Coordinate with marketing team to develop volunteer-focused content and campaigns

Volunteer Screening & Selection

- Oversee volunteer application and interview processes
- Conduct background checks and reference verification for all volunteers
- Ensure compliance with child protection policies and state regulations
- Assess volunteer skills, interests, and suitability for various camp roles
- Maintain confidential volunteer records and documentation
- Coordinate medical clearances and health screenings as required

Training & Orientation Programs (in collaboration with Executive Officer of Camps & Programs)

- Design and deliver comprehensive volunteer training programs
- Develop training curricula covering child development, cancer awareness, safety protocols, and camp procedures
- Conduct specialized training for mentors, medical volunteers, and activity leaders
- Create and maintain training materials, handbooks, and resources
- Organize pre-camp orientation sessions and ongoing education opportunities
- Coordinate with medical staff on health and safety training requirements



Volunteer Coordination & Support of Community/Organizational Partnerships

- Assign community volunteers to appropriate camp interest and needs based on skills, interests, and camp needs
- Create volunteer schedules and coordinate logistics for camps and events
- Serve as primary point of contact for volunteer questions and concerns
- Provide ongoing support and guidance to volunteers during programs
- Facilitate communication between volunteers and program staff
- Address volunteer conflicts or challenges promptly and professionally

Database Management & Communications

- Maintain accurate volunteer database with contact information, skills, and availability
- Generate reports on volunteer statistics, retention rates, and program metrics
- Coordinate regular communications with volunteer network through newsletters and updates
- Manage volunteer software and online platforms
- Track volunteer hours and service contributions for recognition and reporting purposes
- Supervises and administers updates to Camp Quality Usa's website related to volunteers.
- Ensures all messaging and communications collateral is updated, relevant, and consistent related to volunteers.

Recognition & Retention Programs

- Develop and implement volunteer appreciation and recognition programs
- Organize volunteer appreciation events and celebrations
- Create awards programs recognizing outstanding volunteer service
- Conduct exit interviews and feedback sessions to improve volunteer experience
- Implement strategies to increase volunteer retention and long-term engagement
- Maintain relationships with former volunteers and create alumni networks

PERFORMANCE METRICS

- **Annual Volunteer Recruitment Target:** Recruit 150-200 new volunteers annually for all camps, programs and events.
- **Recruitment Channel Effectiveness:** Track applications by source (community partnerships 30%, online campaigns 25%, referrals 20%, events 15%, other 10%)
- **Application-to-Acceptance Ratio:** Maintain 60-70% acceptance rate from qualified applicants
- **Time-to-Recruit:** Average 30-45 days from initial outreach to volunteer onboarding
- **Community Partnerships:** Establish and maintain relationships with 15-20 partner organizations annually
- **Processing Time:** Complete background and reference checks and screening within 14 days of application
- **Compliance Rate:** 100% completion of required background checks and documentation
- **Interview Completion:** Conduct interviews with 90% of eligible applicants within 2 weeks
- **Documentation Accuracy:** Maintain 99% accuracy in volunteer records and files
- **Training Completion Rate:** 100% of volunteers complete mandatory training before first assignment
- **Training Attendance:** Average 90% attendance at scheduled training sessions
- **Training Hours Delivered:** Provide minimum 40 hours of training content annually
- **Specialized Training Coverage:** 100% of medical volunteers and mentors receive specialized training
- **Resource Development:** Create or update 3-5 training materials/resources annually
- **Volunteer Placement Accuracy:** 95% of volunteers placed in roles matching their skills and interests
- **Response Time:** Respond to volunteer inquiries within 24 hours during business days
- **Scheduling Efficiency:** Complete volunteer schedules 2 weeks prior to camp/event dates



- **Communication Frequency:** Monthly communication with active volunteer base
- **Database Accuracy:** Maintain 98% accuracy in volunteer contact information and records
- **Reporting Timeliness:** Submit monthly volunteer reports by the 5th of each month
- **Communication Reach:** Achieve 80% open rate on volunteer newsletters and updates
- **Data Entry Timeliness:** Update volunteer records within 48 hours of changes
- **System Utilization:** 90% of volunteers actively use online volunteer portal
- **Volunteer Retention Rate:** Maintain 70% year-over-year volunteer retention
- **Recognition Program Participation:** 80% of eligible volunteers participate in recognition programs
- **Appreciation Event Attendance:** 60% attendance at volunteer appreciation events
- **Long-term Engagement:** 40% of volunteers remain active for 3+ years
- **Alumni Network Growth:** Maintain contact with 50% of former volunteers
- **Total Volunteer Hours:** Coordinate 8,000+ volunteer hours annually
- **Volunteer-to-Camper Ratio:** Maintain optimal 3:1 volunteer-to-camper ratio at camps
- **Program Coverage:** Ensure 100% volunteer coverage for all scheduled programs and camps
- **Cost Efficiency:** Manage volunteer program within allocated budget (95% budget adherence)

Review Schedule

- Weekly: One-on-one with Executive Officer of Camps & Engagement
- Monthly: Financial and program metrics review
- Quarterly: Comprehensive performance assessment
- Annual: Full evaluation with goal setting

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibility.

WORK ENVIRONMENT

Hybrid work environment, encompassing both home office/remote setting and outdoor conditions, involving exposure to varying temperatures such as heat, cold, wet/humid and dry/arid conditions. The employee must be adaptable to, environmental allergens, including but not limited to dust, mold, and pollen. The typical noise level in the work environment is moderate.

Physical Demands

While executing job responsibilities, the employee will frequently engage in verbal communication and auditory tasks. The role demands specific visual capabilities, encompassing close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Additionally, the employee will routinely handle items, involving lifting and/or moving objects weighing up to 50 pounds. This dynamic role involves regular physical activity, including reaching, standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing stairs. The employee will frequently navigate outdoor environments on uneven ground. Additionally, the position necessitates extended periods of desk sitting, coupled with significant computer use.

Travel

Travel is required to attend events, and meetings, or visit other departments. Travel requirement is 40% including travel to college fairs, hospitals and in person camp training and orientations, etc.



REQUIRED QUALIFICATIONS

Education & Experience

- Bachelor's degree in related field or comparable experience
- Minimum 3-5 years of experience in volunteer management or human resources
- Experience working with children, preferably in healthcare, camp, or nonprofit settings
- Knowledge of volunteer management best practices and legal requirements
- Experience with database management and volunteer coordination software

Skills & Competencies

- **Leadership:** Creates and maintains an inclusive team culture where all direct reports feel valued, supported, and have equitable opportunities for growth and development
- **Communication:** Excellent interpersonal and communication skills, with the ability to interact effectively with individuals from diverse backgrounds.
- **Organization:** Strong project management skills with attention to detail
- **Empathy:** Understanding of the unique challenges faced by children with cancer and their families
- **Technology:** Proficiency with volunteer management systems, databases, and Microsoft Office
- **Problem-Solving:** Ability to address volunteer concerns and resolve conflicts effectively

Personal Attributes

- Passionate commitment to Camp Quality USA's mission
- High emotional intelligence and interpersonal skills
- Flexibility and adaptability in fast-paced camp environments
- Professional demeanor with ability to maintain confidentiality
- Positive, enthusiastic attitude that inspires others
- Is open to learning about and respecting different cultures, experiences, and viewpoints
- Participates in and supports company-wide DEI initiatives.

PREFERRED QUALIFICATIONS

- CVA (Certified in Volunteer Administration) credential
- Master's degree in relevant field
- Experience in pediatric healthcare or oncology settings
- Camp counselor or youth program experience

COMPLIANCE & SECURITY REQUIREMENTS

This role handles extremely sensitive information requiring:

- **HIPAA Compliance:** Understanding of healthcare privacy laws and implementation
- **Background Check:** Comprehensive background screening due to access to sensitive child, family, and volunteer information
- **Confidentiality Agreement:** Strict adherence to organizational confidentiality policies

EQUAL OPPORTUNITY STATEMENT

Camp Quality USA is an equal opportunity employer committed to diversity and inclusion. We welcome applications from all qualified candidates regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status.