



Manager of Volunteer Engagement

Camp Quality USA

Location: Hybrid (Remote/Travel)

Employment Type: Full-Time, Exempt

Reports To: Executive Officer of Camps & Programs

Travel Required: 40% depending on season

Salary Range: \$45,000-\$60,000

Benefits: Medical coverage, Simple IRA, generous PTO policy

ABOUT CAMP QUALITY USA

Camp Quality USA brings positivity, fun, and laughter to children facing cancer and their families through residential camps, year-round programs, and community events. Our volunteers are the heart of everything we do—from camp counselors and activity leaders to medical professionals and fundraiser supporters.

We believe that diverse perspectives strengthen our mission and enhance our ability to serve families from all backgrounds. Camp Quality USA is committed to fostering an inclusive workplace where every team member can bring their authentic self to work and contribute their unique talents to support children and families facing cancer.

POSITION OVERVIEW

We are seeking an enthusiastic Manager of Volunteer Engagement to lead our volunteer recruitment, training, coordination, and retention efforts. This role requires someone who understands that effective volunteer management goes beyond logistics—it's about creating inclusive communities where people from all backgrounds feel welcomed, valued, and empowered to make a difference in the lives of children facing cancer.

You'll be responsible for building and maintaining relationships with 150-200+ volunteers annually while ensuring our volunteer community represents the diversity of families we serve.

WHAT YOU'LL DO

Volunteer Recruitment & Community Outreach

- Develop inclusive recruitment strategies that actively engage diverse communities, including partnerships with cultural organizations, community colleges, faith-based organizations, and professional associations
- Create compelling recruitment materials that represent diverse volunteers and speak to different motivations for service
- Actively forge connections with diverse community organizations serving various populations to broaden the volunteer base.
- Maintain active presence at volunteer fairs, community events, and speaking engagements
- Coordinate with marketing team to develop culturally responsive volunteer-focused campaigns

Volunteer Screening & Inclusive Selection

- Oversee volunteer application and interview processes with attention to reducing barriers that might exclude qualified candidates from underrepresented communities
- Conduct background checks and reference verifications
- Ensure compliance with child protection policies
- Assess volunteer skills, interests, and cultural competencies for roles within and outside of the camp setting
- Create screening processes that value a wide-range of experience types and non-traditional backgrounds



Training & Orientation Programs

- Design and deliver comprehensive volunteer training programs that include cultural competency, anti-bias training, and inclusive communication skills
- Develop training curricula covering child development, cancer awareness, safety protocols, and creating inclusive environments for all campers and families
- Conduct specialized training for mentors, medical volunteers, and activity leaders with emphasis on serving diverse populations
- Organize pre-camp orientation sessions

Volunteer Coordination & Inclusive Support

- Match volunteers to appropriate roles based on skills, interests, cultural competencies, and camp program needs
- Serve as primary point of contact for volunteer questions, concerns, and support needs
- Provide ongoing guidance that helps volunteers navigate situations with sensitivity and respect
- Address volunteer conflicts or challenges

Database Management & Communications

- Maintain volunteer database with attention to data collection that respects privacy while enabling recruitment
- Generate reports that track diversity metrics and identify opportunities to expand
- Coordinate regular communications through multiple channels to reach volunteers with different communication preferences
- Manage volunteer platforms with accessibility and user-friendliness for volunteers with varying technical skills
- Track volunteer hours and contributions while celebrating differing types of service and impact

Recognition & Retention Programs

- Develop volunteer appreciation programs that honor different approaches to recognition and celebration
- Organize appreciation events that welcome volunteers and their families from all backgrounds
- Create awards programs that recognize various types of contributions and service approaches
- Conduct exit interviews to understand barriers to retention and improve the program
- Build volunteer alumni networks that maintain connections across different communities

PERFORMANCE EXCELLENCE METRICS

We believe in creating meaningful volunteer experiences for everyone:

- **Recruitment Success:** 150-200 new volunteers annually across all demographics
- **Community Partnerships:** 15-20 active partner organizations
- **Training Excellence:** 100% completion of mandatory training with 90% attendance rates
- **Volunteer Satisfaction:** 95% placement accuracy in roles matching skills and interests
- **Retention & Engagement:** 70% year-over-year retention rate with 40% of volunteers remaining active for 3+ years
- **Program Impact:** 8,000+ volunteer hours annually with optimal 3:1 volunteer-to-camper ratios

WHO YOU ARE

Required Qualifications

- Bachelor's degree in related field or comparable experience with strong evidence of leadership
- 3-5 years of experience in volunteer management, human resources, or community engagement



- Experience working with children, preferably in healthcare, camp, or nonprofit settings that serve diverse communities
- Knowledge of volunteer management best practices and legal requirements
- Experience with database management and volunteer coordination software

Skills & Competencies

- **Inclusive Leadership:** Creates and maintains team culture where volunteers from all backgrounds feel valued, supported, and have equitable opportunities for meaningful service
- **Communication:** Excellent interpersonal skills with ability to adapt communication style for different audiences
- **Organization:** Strong project management skills
- **Empathy:** Deep understanding of challenges faced by children with cancer and their families
- **Conflict Resolution:** Ability to address volunteer concerns and resolve conflicts with attention to cultural dynamics and inclusive solutions

Personal Attributes We Value

- Passionate commitment to Camp Quality USA's mission of supporting children and families
- High emotional intelligence and cultural competency
- Genuine enthusiasm for working with people from all backgrounds and communities
- Flexibility and adaptability in dynamic environments
- Professional demeanor with ability to maintain strict confidentiality
- Positive, enthusiastic attitude that inspires and motivates others
- Openness to learning about and respecting different cultures, experiences, and viewpoints
- Active participation in and support of organization-wide DEI initiatives
- Flexibility to work evenings, weekends, and travel as required

WORK ENVIRONMENT & TRAVEL

This hybrid role combines remote work flexibility with meaningful in-person engagement. You'll work from home/remote settings as well as outdoor camp environments with varying weather conditions. This position requires working availability Monday-Friday during standard business hours and flexibility to work some nights and weekends. The position requires travel (40% depending on season) to attend camps, programs, events, and meetings within your designated region and for national conferences.

Physical Requirements: This active role involves regular physical activity including reaching, standing, walking, and outdoor navigation on uneven ground, along with extended computer work and the ability to lift up to 50 pounds.

OUR COMMITMENT TO YOU

Camp Quality USA is an equal opportunity employer committed to creating a diverse and inclusive workplace. We welcome and encourage applications from candidates of all backgrounds, including but not limited to those who identify as Black, Indigenous, People of Color, LGBTQ+, women, people with disabilities, veterans, and individuals from all socioeconomic backgrounds, ages, religions, and geographic regions.

We believe that a diverse team creates stronger programs and better serves the diverse families we support. If you're passionate about our mission and meet most of our qualifications, we encourage you to apply—even if you don't check every box.



APPLICATION QUESTIONS

In lieu of a cover letter, please respond to these three (3) questions (250-300 words each)

1. Building Inclusive Volunteer Communities

Creating a volunteer community that reflects the diversity of families we serve requires intentional strategies and cultural competency. Describe your experience recruiting, training, or managing volunteers from different racial, ethnic, socioeconomic, or cultural backgrounds. What specific approaches have you used to ensure that people from underrepresented communities feel welcomed and valued? How would you work to expand Camp Quality USA's volunteer diversity while maintaining our high standards for child safety and program quality?

2. Training & Support for Meaningful Service

Volunteers working with children facing cancer need both technical skills and cultural competency to create inclusive, supportive environments for all families. Tell us about a time when you designed or delivered training that helped people from different backgrounds work effectively together toward a common goal. How did you address different learning styles, experience levels, and cultural perspectives? What was your approach to ensuring all participants felt prepared and confident, and what impact did you observe on their performance or the communities they served?

3. Volunteer Retention & Conflict Resolution

Managing volunteer groups inevitably involves navigating different expectations, communication styles, and occasional conflicts while maintaining focus on serving children and families. Describe a challenging situation you've managed involving volunteer retention, performance issues, or interpersonal conflict. How did you balance individual volunteer needs with program requirements? What was your approach to resolution, and how did you ensure the situation was handled fairly and inclusively? What did you learn that would inform your volunteer management approach at Camp Quality USA?

READY TO JOIN OUR TEAM?

To Apply: Please submit your resume and responses to the three application questions above to karen.rendell@campqualityusa.org

Application Deadline: Friday, October 10, 2025

Questions about this role? We welcome inquiries about this position, our organization, or our commitment to diversity and inclusion. Please email Karen Rendell at karen.rendell@campqualityusa.org

Preference in hiring will be given to applicants:

- That reside in a location with easy access to a major airport.
- That are residing in Eastern and Central time zones and proximity to our current program areas of MO, AR, TX, LA, OH, MI, IN, IL, KY, NE, NJ, KS.
- That can begin employment by November 3, 2025 and begin travel immediately.

Camp Quality USA provides equal employment opportunities to all employees and applicants regardless of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a protected veteran in accordance with applicable federal, state and local laws.

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