

CROSSOVER

Healthcare Ministry

Position/Title: Volunteer Manager
Supervisor: Director of Resource Development and Communications
Status: Full-Time, hourly with benefits

About CrossOver Healthcare Ministry:

CrossOver Healthcare Ministry provides compassionate, high-quality healthcare to the uninsured and medically underserved in our local community through the operation of two medical clinics: one in the City of Richmond and one in Henrico County. CrossOver is a 501(c)(3) non-profit organization that offers comprehensive healthcare services to its patients. We do not receive direct federal funding or have access to federally funded prescription drug programs. CrossOver relies on the generosity of our volunteers, donors, and community partners to sustain our mission.

Mission

At CrossOver Healthcare Ministry, we believe that healthcare is foundational. When a person is not healthy, they may have difficulty maintaining employment, taking care of their family, and living a fulfilling life. Through our two healthcare clinics, we serve over 6,600 low-income, uninsured and Medicaid patients each year, providing primary and specialty care, chronic disease management, medication and medications management, dental, eye care, pediatrics, mental health counseling, women's health & OB/GYN, HIV/AIDS diagnosis and treatment, case management, and health education. We don't turn away patients based on inability to pay and rely on volunteers and philanthropic support to provide services. For over 40 years, CrossOver has worked to create a healthy, vibrant community where every person is restored by the compassionate, healing love of God.

All are Welcome

CrossOver follows Christ's example that we are to love our neighbors as ourselves. We do this at our clinics by offering comprehensive, quality healthcare to community members who are uninsured and medically underserved. All we say and do demonstrates our fervent belief that our patients, volunteers and employees are valued and deserving of respect. We serve as a safe and inclusive provider of healthcare, respecting people of any or no religious tradition.

Our employees and volunteers, while varying in beliefs, find common ground in our mission statement to provide care and support to our neighbors and the beliefs and principles outlined in this ministry statement. It is through the care we provide, and the way in which we provide it, that CrossOver honors God in a way that defines our past, influences the present, and sustains our future.

Position Summary

The functions of the Volunteer Manager position are to strategize, recruit, screen, onboard, support, and recognize volunteers within CrossOver's two healthcare clinics, administrative areas,

and special events. This position will have a lead role in community engagement initiatives, building relationships with local faith, civic, and corporate organizations to grow CrossOver's volunteers and partnerships. The volunteer manager will maintain systems, volunteer supervision, and relationships with staff and volunteers that will support the effective use of volunteer time and talents to further the mission of CrossOver, and provide its volunteers with a positive volunteer experience. As a member of the development team, this position is a key contributor to achieving resource development goals that drive success.

Key Responsibilities of Position

Volunteer Management (50%)

- Develop, implement, and maintain volunteer program in support of CrossOver's services, to include leveraging employed staff through intensive use of volunteer resources.
- Work with employed staff to identify specific volunteer needs that can be filled by individuals and/or groups.
- Actively recruit, screen, and match individual and group volunteer skills with CrossOver's needs, maintaining timely communication with current and prospective volunteers.
- Design and lead volunteer orientations and ongoing training opportunities for volunteers.
- Develop and provide relevant training and resources to employed staff to prepare them to effectively manage and retain volunteers.
- Maintain accurate volunteer files including licensing requirements and management of the volunteer database, producing reporting and verifying volunteer information as requested.
- Lead volunteer program strategic planning, evaluation, and policies and procedures, utilizing data to drive strategic recommendations for program improvement.
- Organize year-round volunteer recognition opportunities including recognition events, personalized recognition, volunteer birthdays and milestone anniversaries, and monthly volunteer snapshots.
- Demonstrate continuous effort to improve operations, decrease volunteer turnover, streamline work processes, and work collaboratively with staff to provide a quality and seamless volunteer experience.
- Coordinate internships, residents, and other student placements.

Community Engagement (50%)

- Identify and cultivate relationships across diverse communities to effectively engage faith, civic, and corporate organizations and other specialty groups with CrossOver's development activities, regularly sharing volunteer needs to increase volunteer recruitment.
- Identify and attend appropriate community events, initiatives and partnerships where CrossOver should have a presence, with the intention of utilizing these opportunities to grow CrossOver's outreach efforts and pipeline of constituents for donors, volunteers, and other resources.
- Serve as a primary spokesperson for the organization with the intention of utilizing speaking and tabling opportunities to grow CrossOver's donors, volunteers, and partners.
- Serve as the staff lead for community engagement special events and collection projects.
- Regularly attend and participate in Development Committee meetings and workgroups.

- Recognizing the intersectionality between the role of the Volunteer Manager and other team members, work collaboratively and effectively with members across multiple departments.

Skills, Knowledge, and Abilities:

- Volunteer program and/or community engagement experience – demonstrated proficiency with principles and best practices in the social sector;
- Self-motivated and goal oriented – able to attend to multiple priorities; manage well under pressure; meet deadlines; work independently;
- Excellent verbal and written communication skills – strong presentation and training skills; ability to provide clear instructions; strong interpersonal skills and the ability to effectively collaborate with a wide range of individuals and constituencies in a diverse community;
- Highly collaborative style – able to constructively give and receive feedback; able to coordinate multiple moving parts of the program by working with clinic and administrative staff, as well as a variety of volunteers and partner groups;
- Ability to recruit, encourage, and effectively leverage volunteers to complete projects;
- Strong organizational skills – able to maintain accurate records; skilled in prioritizing; detail oriented.
- Some evenings and weekends may be required for special events and community events.

Minimum Qualifications:

Bachelor’s Degree in related field. Ability to multi-task and work in a fast-paced environment. Strong organizational skills and attention to detail. Excellent written and verbal communication skills and the ability to communicate effectively with a diverse constituency and team. Proficient computer skills and experience working with Microsoft Office Suite. Must be able to lift 20 lbs.

Hiring range: \$23-\$26/hour, \$47,840-\$54,080 annually. Compensation based on experience.

Hours: Generally 8:30-5:00, Monday – Friday, Some evenings and weekends will be required for special events and community events.

Work Location: Primary office is at Henrico Clinic, occasional at Richmond Clinic as well. Travel between clinics will be required.

Benefits: Generous sick, vacation, PTO, health, dental, and vision insurance. 401k option. CrossOver does not pay relocation expenses.

How to apply: For consideration, please send resume, cover letter, and hourly rate requirements with an email subject line of “Volunteer Manager” to jobs@crossoverministry.org. No phone calls. Interviews will be scheduled as applications received.

CrossOver is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability or veteran status, or any other characteristic protected by law. CrossOver is committed to welcoming all. From our physical spaces to our expressions of faith and awareness of difference, we work to provide healthcare that welcomes all.