



VOLUNTEER AND PROGRAM MANAGER

Reports to: Associate Director, Resident Services

Status: Full-time, Exempt

About APAH

APAH is a non-profit affordable housing developer that works throughout the DC region. APAH exists to provide quality affordable housing and resident-centered programming to help our residents make the most of their home. APAH is a mission driven, community minded and resident focused organization guided by seven core values: compassion, integrity, collaboration, innovation, excellence, impact and racial equity. APAH owns 22 communities and has developed more than 2,600 apartments, with an additional 1,500+ apartments under construction or in development throughout the region.

Summary Description

The Volunteer and Program Manager (VPM) supports Resident Services programming by building strong programming and leading a volunteer program that is a crucial part of APAH's service delivery. The VPM will manage the full volunteer program lifecycle, from recruitment to training to appreciation, ensuring excellent communication and coordination to ensure an exemplary volunteer experience that adds meaningful capacity to the organization. The VPM will manage all portfolio wide programs, including the Ready to Learn back to school program, Holiday Magic and the People's Pantry, as well as special projects as they arise. Partnering closely with all members of the Resident Services Team, the VPM will ensure funder expectations, consistent standards and department goals are met.

Responsibilities

Volunteer Management (55%)

- Develop, track and coordinate all volunteer opportunities within APAH and its properties
- Develop tools for organizing active and pipeline volunteer needs, individual and group volunteers, ongoing and short-term volunteers, and managing the full volunteer life cycle across efforts and volunteer types.
- Maintain Volunteer Handbook to include all policies, position descriptions, procedures and standards of volunteer service.
- Create, manage, and conduct volunteer background checks, orientation, training, and refresher trainings as indicated for each volunteering function.
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate, including volunteer recognition and appreciation.
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation including developing volunteer feedback.

- Strengthen and expand partnerships with organizations that can offer volunteer services to APAH residents within APAH's focus areas.
- Ensure smooth execution of all special events and volunteer events through thoughtful planning, advance scheduling and clear communication.
- Serve as a backup to the volunteers and Resident Services Team in times of vacancy or missed shifts to ensure programming and events run smoothly. Support with logistical needs onsite or virtually, and provide welcoming and/or training to new volunteers on site.

Program Management (35%)

- Establish standard practices & channels for delivery of our programs across pillars and the portfolio, to include APAH wide annual programs such as resident summer socials, Ready to Learn, and Holiday Magic.
- Manage the day-to-day operations of APAH's People's Pantry, including arranging volunteer coverage and ensuring smooth operations.
- Assist Resident Site Coordinators to deliver against the plan and ensure that lessons learned and opportunities for improvement are identified and implemented over time
- Monitor timelines, budgets, and deliverables to ensure that responsibilities to funders are met in assigned project areas
- Regularly communicate with partners on project status and help needed
- Support collection and entry of necessary data into APAH's Resident Services database
- Identify themes and linkages across initiatives within the portfolio, and leverage opportunities to incubate and test new ideas and technical assistance approaches

Resident Services Team Support (10%)

- Perform general administrative support for the Resident Services team such as scheduling and preparing meetings for large meetings, taking minutes, team calendar synchronization and photocopying
- Assist with resident data entry and tracking
- Coordinate team events and logistics
- Additional duties and special projects as assigned

Qualifications

- 3+ years previous employment, internship or experience working directly with volunteers and program management.
- Bachelor's degree in human services, program management or equivalent experience a plus.
- Strong written and oral communication skills. Cross-cultural competency a must.
- Demonstrated community engagement/collaboration skills and team player.
- Proven high performer able to organize and motivate a diverse team of people and partners for a larger purpose.
- Ability to effectively manage a wide array of tasks, projects, and responsibilities.
- Organization, planning and record keeping skills, attention to detail.

- Strong proficiency in Microsoft Office applications including Word, Excel and PowerPoint. Comfortable with data and data analysis.
- Outgoing, empathetic, good sense of humor and team spirit a must

Expected Hours of Work:

This is a full-time, exempt position. The VPM is a salaried, 40-hour per week position, Monday-Friday, with regular evening hours two-three times per week (7:00pm/8:00pm). Occasional weekend support required for special events/programming.

Physical Demands

- The person in this position needs to regularly move about inside the office and at volunteer sites for extended and at times, undetermined amounts of time.
- Regularly operates a computer and other office productivity machinery such as copy machine.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Moves boxes weighing up to 30 pounds during food distribution and food pantry restocking.
- Owning and operating a car required to travel to support APAH events across multiple properties.

Salary and Benefits

Salary band for this position is \$54,300-73,400 annually. Commensurate with experience. APAH has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

APAH offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

APAH is an [E-verify employer](#) and will provide the federal government with Form I-9 information to confirm authorization to work in the US. APAH will only use [E-Verify](#) once a job offer is accepted, following submission of the Form I-9.

For more information about APAH, visit our website at apah.org. To apply, please submit your resume and cover letter to resumes@apah.org. Resumes will be accepted until the position is filled.