

Position: Regional Program Manager/Recruitment Associate **FLSA Status:** Exempt, Full-Time
Reports to: Program Director **Location:** Chicago, IL
Supervises: All Chicago/Milwaukee staff and volunteers **Department:** Programs

LVC MISSION AND VISION

The Lutheran Volunteer Corps is a community of faith uniting people to work for peace with justice. LVC places recent college graduates (“volunteers”) in full-time service positions at social-justice organizations for one or two years. Volunteers are encouraged to explore LVC’s core principles: living simply and sustainably in intentional community while serving the cause of peace with justice. LVC places a particular emphasis on racism, oppression, and privilege and how these contribute to ongoing injustice in our society. It also explores the role that spirituality plays in inspiring and sustaining leadership in the quest for peace with justice. LVC is on a *Journey to an Inclusive Community*, welcoming and encouraging the participation of people of color in all aspects of LVC. LVC is also a *Reconciling in Christ* organization, welcoming and encouraging the participation of lesbian, gay, bisexual and transgender people in all aspects of LVC.

LVC places volunteers in nonprofits across the United States in Baltimore, Chicago, Milwaukee, Minneapolis, Omaha, St. Paul, Washington, D.C., and Wilmington. Partnering with their placements, volunteers provide direct service, community organizing, indirect service, advocacy and public policy. LVC has its founding roots in the Lutheran tradition, though it is not a program of the Lutheran Church; and is one of the most religiously diverse among service year programs. Successful candidates will be comfortable and eager to engage a variety of individuals and groups to advance LVC’s inclusive aspirations, to seek support and promote the program.

POSITION SUMMARY

The Regional Program Manager/Recruitment Associate (RPM) splits time evenly between program implementation and recruitment efforts. As Program Manager, the RPM drives business operations, support networks, finances and resources, housing security, placement relationships, volunteer program implementation, problem identification and resolution, and all other activities for the region assigned. As Recruitment Associate, the RPM takes primary responsibility for executing the recruitment plan, and informs the strategy and development of it in consultation with LVC leadership. The RPM routinely meets and maintains long term relationships in support of the volunteer experience; schedules meetings and visits with volunteers as part of defined programming; and acts to resolve negative issues. The RPM provides counsel, coaching, soft skills and technical training for support personnel and volunteers. The RPM ensures adherence to policies and procedures for the safety, enjoyment, and risk management of the program. Initiating and stewarding relationships is critical with local non-profits, prospective and existing placements, local congregations, alumni and LVC communities, and community resources; as is cultivating and sustaining funding opportunities and potential donor relationships. RPMs manage day-to-day operations and report frequently on progress, opportunities, challenges, and risks to the Program Director and LVC leadership. The RPM projects a positive and inspirational leadership presence, and conveys the national perspective, aspirations, and priorities of LVC in word and deed.

POSITION DUTIES AND RESPONSIBILITIES

Duties and responsibilities are general and not all inclusive. Other duties and responsibilities may be assigned or reassigned as needed.

Recruitment Associate

- Assist in the development and management of LVC’s national Volunteer recruitment program.
- Develop and evaluate on an ongoing basis LVC’s recruiting networks and database of campus contacts, campus ministries, career centers, multicultural centers, service programs, social justice and young adult ministries, and other likely partners for program participation.
- Develop, recruit, train, and manage the networks of LVC alumni and supporters that serve as volunteer recruiters for the LVC program.
- Seek opportunities to personally speak about LVC at public events and gatherings, and participate on recruiting visits that require high-level relationship development.

- Prepare presentation materials and process to train and prepare others to represent LVC in public and as recruiters.
- Recruit, hire and supervise a network of alumni and other recruiters.
- Brief recruiters before visits, be available to respond to questions during visits, and debrief with recruiters after visits.
- Help design and implement the annual calendar of recruiting visits, and coordinate their trips.
- Develop and prepare recruiting materials in print, electronic, and online formats; incorporate *Journey to Inclusive Community* aspirations to draw people of color; and distribute materials to recruiters.
- Develop cooperation for recruiting between LVC and its sibling organizations (Urban Servant Corps, Jesuit Volunteer Corps, Young Adults in Global Mission, etc.).
- Prepare reports that summarize recruiting strategies and plans, as well as results and achievement of annual goals defined by LVC leadership

Program Outreach

Research and identify placements, staffing, and support networks to recruit to the program, based on the *Journey to Inclusive Community* aspirations.

- Placements --Develop placement recruitment annual goals based on LVC priorities. Research and identify potential nonprofits to recruit to the program, and exceed goals to have more than required for the year. Participate in local placement recruitment visits, based on annual recruitment plans.
- Staffing/Personnel -- Identify and recruit support personnel for the Volunteer experience, including local mentors for Volunteer programming; local anti-racism/anti-oppression partners for Volunteer retreats; interns for day-to-day administrative support.
- Community Organizing/Support Networks -- Recruit LVC alumni, local Lutheran and other churches, volunteer networks, other service corps, and other sources to support the service year, preferably on a multi-year basis.
- Donors -- Visit occasionally with prospective donors/supporters identified by the national office to cultivate and share information about the program, including the menu of ways a person can engage with LVC, including becoming a financial donor.

Intake (Application and Onboarding)

- Participate in prospective Volunteer applicant and placement matching.
- Serve as liaison between placements and the national office during the application process.
- Manage the official onboarding and training/orientation process for interns, Volunteer mentors, support network members, and others that act as contractual or volunteer staff for the program.
- Forward prospective donors to the national office to close their support.
- Provide training for staffing/personnel on expectations, communications, Volunteer support, anticipated outcomes, record-keeping, and other matters pertaining to their contribution to the program.
- Participate in planning and implementing LVC's National Orientation for Volunteers. Expect to lead group meetings of Volunteers from your region.

Support (Program Implementation)

- Volunteers -- Implement the LVC program with a cohort of 10-15 Volunteers within the region of Chicago and Milwaukee. Help them navigate employment and peace/justice work and their contribution. Help them explore spirituality and leadership during monthly in-house sessions led by mentors. Help them learn about racism and structural oppression and their leadership response during retreats and other learning experiences. Help them live in intentional community by learning methods that promote peace/justice, including conflict resolution and consensus building to manage through differences. Facilitate and plan local orientation for incoming volunteers with help from local support network. Organize and co-facilitate up to three regional Volunteer retreats throughout the program year, and/or other learning experiences to promote their leadership development.
- Placements -- Maintain three-way communication between LVC, volunteers and placements including conducting Volunteer job reviews and providing customer service and interventions when needed. Provide evaluative feedback on current placements by completing site visits and maintaining ongoing dialogue

throughout the year. Seek survey feedback from placements to learn how to clarify expectations and improve on their experience.

- Staffing/Personnel -- Maintain positive relationships with contractual and volunteer personnel, monitoring their expectations and experience with the program.
- Support Networks -- Host or participate in periodic social events/gatherings/meetings for support networks to build community and strengthen ties, while also sharing information to keep them updated on program developments. In consultation with the development team, develop an annual fundraising plan that engages Volunteers and the community to support the LVC program locally.
- Donors -- Invite donors to local events and support network gatherings to build their connection. Build and cultivate relationships with alumni, local donors, area congregations and area ELCA synods.

Closure

- Make suggestions for improvement and respond to the changing needs of volunteers over time based on evaluations and volunteer feedback.
- Follow procedures for closing out Volunteer housing, lease/rental contracts, placement jobs, contractual staffing agreements, Volunteer 3-Way contracts, etc.

Leadership

- Direct and lead strategy, planning, innovation, and implementation of the regional program.
- Initiate and set priorities according to the strategic objectives and aspirations of the organization.
- Employ project management from start to completion including deadlines, milestones, and results.
- Develop budgets, forecasts, and monitor throughout the year, reporting to leadership.
- Collaborate on teams to ensure uniform strategies and outcomes expectations.
- Keep senior management informed with detailed and accurate reports and presentations.
- Inform senior management of situations involving or potentially involving risk, liability, legal matters, Policy and Procedure violations, major changes in programming model, harm or health concerns with Volunteers, and other situations that call for consultation.
- Cultivate existing stakeholder relationships and initiate new ones to advance the program.
- Travel within regional areas of responsibility to supervise Volunteers, placements, local support networks, personnel and other relationships, and to the annual orientation.

QUALIFICATIONS

- Bachelor's degree.
- At least five years of program development, management, and evaluation in complex, multifaceted environments, with strong administrative and organizational skills.
- At least three years of experience with youth programming, leading and facilitating identity and spiritual formation or other developmental journey for young adults.
- Strong written and verbal communication with keen attention to detail, and ability to convey key data/value proposition in presentations to internal and external audiences.
- Proficient using technology as a management tool, comfort with MS Office suite, and proficient use of databases to track programs (Hiretouch, NationBuilder, or similar).
- Excellent judgement and discretion in management of young adults, program personnel, contractual relationships, community partners, etc.
- Proactive leadership with experience in a high-performance, collaborative environment.
- Personal integrity, credibility, and commitment to the mission and values of LVC.
- Analytical mindset experienced with assessing problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations to resolve the problem.
- Able to work cooperatively and effectively with others to set goals and make decisions that enhance organizational effectiveness.
- Ability to embrace and articulate the spiritual exploration, anti-racism/anti-oppression position, and Journey to Inclusive Community that are the foundation of the LVC learning experience.
- Some weekend and evening commitments. Able to travel within regions 10 or more times each year; and to

national orientation.

Preferred

- Experience as a former volunteer in LVC or a similar year-long service program.
- Experience as a regional Program Manager or Director with a similar program.
- Working understanding of racism and oppression and application of anti-racism and anti-oppression in policies, procedures, and programming.

APPLICATION PROCEDURE

No phone calls please. Submit resume and cover letter with salary requirements as one document in Word or PDF format to searchteam@lutheranvolunteercorps.org. For more information on LVC, visit www.lutheranvolunteercorps.org. Lutheran Volunteer Corps is an equal opportunity employer. We celebrate diversity and are committed to creating a diverse and inclusive environment for all employees.

Revised By: <i>Kelsey Kauffman</i>	Last Revised Date: <i>2/1/19</i>	Approved by: <i>Deirdre Bagley</i>	Last Approved Date: <i>2/6/19</i>
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