



Double H Ranch is currently seeking to hire a year-round full-time **Volunteer Director**

**Key Responsibilities:**

- Supervise all volunteer efforts at the Double H Ranch including session volunteers, general volunteers, family pal and program volunteers, winter snow sports volunteers and lodge hosts, and any other volunteer on site
- Recruit, select, and train volunteers for summer session and general opportunities, as well as family program volunteers and winter ski/snowboard instructors throughout the year

**Job Qualifications:**

- Must possess BA/BS college degree in a related field
- Creative and Independent with a passion for working in the team environment
- Prior experience working with children
- Prior experience working with organized volunteer community events and/or the non-profit sector
- Strong oral and written communication skills with prior experience in public speaking and training development
- Independent decision making skills
- Works well under pressure
- Fluent computer skills- data entry, word processing, internet navigation

Interested applications should submit resume and cover letter to:

Lisa Boucher, Human Resources

[lboucher@doublehranch.org](mailto:lboucher@doublehranch.org)

# Volunteer Director

## JOB DESCRIPTION

**DEPARTMENT:** Operations

**REPORTS TO:** Director of Operations

**JOB PURPOSE:** The mission of the Double H Ranch is to provide specialized programs and year round support for children and their families dealing with life-threatening illnesses. The Volunteer Director supports this mission by providing qualified volunteers in all seasons of programs. This includes the recruitment, coordination of volunteer applications, schedules, interviews and selection process, and year round recognition and retention. The Volunteer Director will ensure all volunteers are properly selected and trained to provide a safe meaningful Double H experience.

### **Expectations of Employee:**

- Adheres to Ranch Policy and Procedures
- Acts as a role model within and outside the Ranch
- Performs duties as workload necessitates
- Maintains a positive and respectful attitude
- Communicates regularly with Director of Operations about all aspects of the volunteer program
- Demonstrates flexible and efficient time management and ability to prioritize workload
- Consistently reports to work on time prepared to perform duties of position
- Meets Department productivity standards

### **Essential Duties and Key Responsibilities**

- Must be able to facilitate and supervise one residential family weekend for each program season
- Must be physically and mentally able to work occasional evenings and weekends as the program permits

### **Administrative**

- Respond to general office email, phone, and website inquiries regarding volunteering
- Supervise Volunteer Assistant to process all volunteer applications and ensure all information is updated in database on a regular basis
- Update volunteer application for all program seasons on an annual basis
- Maintain database to ensure all information is accurately recorded and accessible
- Create master report for all volunteer hours and work with organization to include all volunteers
- Create end of season reports with volunteer statistics
- Familiar with operational budget and adhere to budget allocations
- Assist the Operations team in the planning of year round activities to reflect the Double H mission
- Create volunteer informational websites in all seasons with expectations, camp policies, training information and upcoming events

### **Adaptive Winter Sports Program**

- Collaborate with Adaptive Sports Director to recruit for winter ski/snowboard instructors, lodge hosts and family weekend pals in collaboration with the Operations team throughout the year
- Interview and reference check all applicants that will work directly with children
- Conduct training for all lodge hosts
- Maintain and update Volunteer Training website with expectations annually
- Organize and schedule all winter volunteers for every program day
- Provide weekly training updates during October- December with available training offerings
- Track winter volunteer trainings hours
- Create monthly e-newsletters to communicate with volunteers accordingly throughout the year to ensure retention and recognition
- Distribute program evaluations to all volunteers to collect feedback and set next season goals

### **Fall/Spring Family Programs**

- Coordinate all volunteer family pals for each of the 10 family programs
- Collaborate with Assistant Camp Director to fulfill general day volunteer program placements
- Distribute program evaluations following all weekends
- Coordinate all volunteer housing and family pal assignments fall/spring programs
- Send out email confirmations of weekend expectations and logistics for the program
- Work with program team to facilitate family program
- Create and distribute volunteer survey following all programs

### **Summer Camp Program**

- Facilitate volunteer orientation at the beginning of each session that reviews all Double H policies and procedures, as well as child development and their role as a volunteer
- Collaborate with Camp Director to coordinate all volunteer housing and cabin assignments for session
- Supervise Volunteer Assistant, who will oversee the summer general volunteer program
- Maintain and update Volunteer Training website with expectations annually
- Provide job descriptions for summer volunteers and review role in the cabin or program area
- Ensure that all volunteers are integrated into the summer program and providing adequate supervision for all campers
- Provide weekly meetings for volunteers to follow-up on any concerns and feedback
- Coordinate and maintain a recognition/thank you gift for all volunteers
- Design and oversee comprehensive volunteer evaluation and follow-up on any feedback
- Complete end of year report documenting all volunteer hours and type of service each year

### **General**

- Responsible for knowing and adhering to the policies and procedures contained with the Policies & Procedure Manual, as well as seasonal program manuals
- Provide tours for the general public when needed
- Assist program team in implementation of all year round camp programs; including providing support for camp events such as Open House or Holiday Party
- Report any acts of maltreatment, neglect, and/or any other violation of policies immediately to the Director of Operations
- Attend all year round meetings and give current updates on work in progress

- Maintain a positive working relationship with staff members and volunteers
- Perform additional duties and responsibilities as assigned as assigned by supervisor
- Participates on committees, and special projects and seeks additional responsibilities
- Accomplishes all tasks as appropriate

## **Qualifications**

### **Experience, Education and Licensure**

- Must possess BA/BS college degree in a related field
- Creative and Independent with a passion for working in the team environment
- Prior experience working with children
- Prior experience working with organized volunteer community events and/or the non-profit sector
- Strong oral and written communication skills with prior experience public speaking
- Independent decision making skills
- Works well under pressure
- Fluent computer skills- data entry, word processing, internet navigation
- Must be 21 years of age
- No criminal conviction record related to the treatment of children

### **Language Skills**

- Ability to read, analyze, and interpret information including legal documents and reports
- Ability to respond to common inquiries or complaints, regulatory agencies, or the community
- Ability to write speeches and articles for publication that conform to prescribed style and format
- Ability to effectively present information to management, public groups and volunteers

### **Americans with Disability Specifications**

#### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include: Close vision, distance vision, and the ability to adjust focus.

#### **Work Environment:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate to loud during summer program.