



## THRIVE / VOLUNTEER PROGRAM MANAGER JOB DESCRIPTION

**Job Title:** Thrive / Volunteer Program Manager  
**Reports To:** Program Director  
**FLSA Status:** Non-Exempt  
**Salary Range:** \$45,000-\$55,000 (Based on experience)

**Who we are:** WINGS is a non-profit organization whose mission is to break the cycle and heal the wounds of childhood sexual abuse by providing education, advocacy and support to adult survivors, loved ones, providers and the community. We're ushering in the day when *all* survivors and their supporters have access to the resources they need to speak about, heal from and thrive beyond childhood sexual abuse trauma.

Our organization has a 36-year history of providing qualified therapist referrals, therapist facilitated support groups and community and clinical education/outreach for adult survivors of childhood sexual abuse (CSA) and their loved ones. Our WINGS support groups, specifically, create a safe and confidential space for adult survivors to come together, to learn about CSA trauma - how it has impacted their lives today, and how they can move forward to create stronger, healthier futures.

**Our Guiding Principles:** Inclusivity | Confidentiality | Empowerment | Resilience | Voice | Self-care | Accountability | Advocacy

**Position summary:** WINGS is ready to create new programming for adult survivors in advanced stages of healing, as well as new volunteer training options for survivor-graduates of WINGS' programming. These new "Thrive" offerings will empower survivors to grow in voice, integration and embodiment of their strength and power, as well as become part of a larger community of adult survivor volunteers who can engage in WINGS' mission in meaningful and powerful ways.

**Who you are:** WINGS seeks a grounded, empathic, intuitive and positive individual to serve as our first Thrive Manager to oversee programming in this area. The ideal candidate may have lived experience with CSA trauma (and done ample recovery and advanced healing work) and/or extensive experience working with adult survivors of CSA. They will live and carry the guiding principles of WINGS, providing a strong model and container for what thriving in the aftermath of CSA can look and feel like. Our Thrive / Volunteer Program Manager will also believe in, and help steward, adult survivors' paths and processes of thriving in their own lives. They will also have experiencing working with, engaging and retaining volunteers. Other core strengths will include dedication, discipline, consistency, as well as modeling of exceptional boundaries and ethics, and clear, compassionate and trauma-informed communication to all audiences.

Ultimately, our Thrive / Volunteer Program Manager will be a people-centered, heart-driven, authentic servant-leader, who has strong relationship skills paired with strong executing skills, including the areas of organizational, time and project management. Think Yoda meets Brene Brown – a grounded and humble powerhouse, who personally thrives in fostering the intrinsic resilience of each survivor, as they move from surviving into thriving in their own lives.

As WINGS is a growing and fast-paced environment, our Thrive Manager will be engaged in coordinating a wide array of volunteers into the mission of the organization. This will include survivor-

graduates and community volunteers; as well as helping to coordinate activities of support group facilitators/volunteers in partnership with WINGS Programs Team.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned.

**75% of Time: Thrive Programming & Volunteer Management (of Survivor-Graduates and Community Volunteers)**

1. Under direction of the Program Director, the Thrive / Volunteer Program Manager will set and implement goals and policies for programming in the Thrive space. They will work with the Programs Team and outside consultants to construct program goals, curriculum, and evaluation measures.
2. Will also work with team leads to develop volunteer training courses to prepare graduates of WINGS' programs to serve as mission-driven volunteers for the organization
3. Will respond to requests from volunteers, oversee application & interview process, identify strengths & goals and oversee all required background checks & on-boarding for new volunteers
4. Work with social, civic and local organizations to develop partnerships, where appropriate, to develop and/or utilize volunteers
5. Manage communication among volunteers and between WINGS and its volunteers, in order to share news, progress, and available opportunities
6. Assist with any conflict resolution among clients, staff, & volunteers according to procedures
7. Lead trainings, supervise volunteers, and provide coaching and mentoring to volunteers
8. Oversee additional intern support needed for key program areas
9. Work with the Outreach Manager to fill in-person requests for WINGS outreach volunteers
10. Ensure all data is tracked appropriately, including by volunteers in database (Salesforce)
11. Identify new opportunities for volunteer engagement in WINGS' service delivery
12. Cultivate a positive and supportive environment by designing and leading volunteer appreciation activities for all WING volunteers
13. Attend staff meetings & trainings. Participate in relevant trainings offered by other victim service agencies
14. Respond to adult survivors of childhood sexual assault in a compassionate, supportive way

**25% of Time: WINGS Support Group Volunteer and Facilitator Coordination**

15. Respond to inquiries, screen applications, set up interviews, coordinate placement logistics and required trainings, and manage all paperwork for an average of (50) therapist facilitators who co-facilitate up to (25) support groups across the Front Range, in partnership with Programs Team
16. Help ensure Facilitators have what they need to "Thrive" in creating a safe, supportive space for all members of WINGS support groups
17. Other duties, as assigned. (Must love and be adept at multi-tasking!)

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Volunteer Management (1-2 yrs experience required)
- Experience working with survivors of CSA-trauma, highly preferred
- Knowledge of gender based, and sexual violence required
- Experience with peer specialist programming, highly preferred
- Ability to take direction, manage multiple priorities, meet deadlines, and take initiative
- Promotes and respects diversity and inclusion
- Trained in trauma-informed care, preferred
- Superior attention to detail and data entry skills
- Computer skills (see below)

- Strong interpersonal, communication and relationship building skills
- Conflict Resolution
- Adaptability
- Organization (required!)
- Teamwork
- Management Skills
- Leadership
- Decision making
- Ability to motivate
- Scheduling
- Collaboration skills
- Time management
- Program and project management

**Education/Experience:**

Bachelor's degree from four-year college or university; three to five years related experience and/or training; or equivalent combination of education and experience. Areas of concentration: Psychology, Sociology, Public Health, Social Work, Human Services, Gender Studies or Related Field.

Proven results utilizing the skills listed for this position. Transferable skills will be considered.

**Competencies:** To perform the job successfully, an individual should demonstrate the following.

**Communications** - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods. Excellent presentation and public speaking skills. Excellent one-on-one interpersonal skills.

**Continuous Learning** - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills. Excellent ability to learn and understand new developments and current trends in trauma-informed care, as well as the world of sexual violence, nation-wide.

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service. Ability to initiate and build relationships with survivors, service providers and the community at large. Team player with a passion for innovation, collaboration and empowering others to be their best.

**Dependability** - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

**Planning & Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

**Quality** - Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

**Use of Technology** - Microsoft Office Word, Excel, PowerPoint, WordPress, and related technologies; Knowledge and experience using online technology and social media preferred.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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. Generally, works in the office and community. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision. While performing the duties of this job, the employee is regularly required to sit and talk and hear.

The employee is frequently required to travel throughout the region and occasionally be available to work a flexible schedule including weekends and evenings.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Salary and Benefits:**

Competitive salary commensurate with experience, plus a comprehensive benefits package offering: Vacation and Holiday Pay, Medical, Dental, Vision, Life, voluntary Short-Term and Long-Term disability; FSA program, and 401k program with up to 3% employer match

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law*

**To Apply:**

Please send your resume and cover letter answering the below four questions, based on the position, with salary requirements to [Employment@wingsfound.org](mailto:Employment@wingsfound.org). Deadline to apply is: March 11<sup>th</sup>.

- 1) What would your greatest hopes be for this position, if selected?
- 2) What combination of skills, experience and attitude make you prepared for this role?
- 3) What would success look like for you, if you were in this position?
- 4) What type of support would be helpful to you to achieve this success?