



CONNECTICUT COMMUNITY
FOR ADDICTION RECOVERY

Job Description

Title: Volunteer Manager

Status: Exempt

Reports to: Recovery Community Center Program Manager

Hours: 35 per week

Date: December 2022

Position Summary: The Volunteer Manager is responsible for implementing the Volunteer Management System within the specified Recovery Community Center. Includes recruitment, retention, training, evaluation, and recognition.

Duties and Responsibilities:

- Manage all Recovery Community Center Volunteers including scheduling, supervision, evaluation, retention and record keeping.
- Facilitate all volunteer trainings related to orientation, volunteer roles, and ongoing volunteer development.
- Provide individual (one-on-one) support, system navigation for recoverees and their families, provide resources, referrals, answer phone calls and handle requests for assistance.
- Assist with the various Recovery Community Center daily activities and special events related to volunteers.
- Provide oversight for student interns (scheduling, supervision, evaluation).
- Recruits volunteers; promotes recovery support services in their local community.
- Work with the RCC Manager to maintain a recovery-focused culture.
- Serve as a recovery ambassador.
- Promote the message and services of CCAR.
- Other duties as required.

Qualifications:

- Minimum of three years community organizing and/or volunteer management experience preferred.
- Positive attitude, motivational and encouragement skills necessary.
- Experience in facilitating trainings.
- Knowledge about addiction recovery a plus.
- Strong customer service ethic.
- Cross-cultural skills, and experience with culturally diverse populations.
- Demonstrated excellence in written and oral communication skills.
- Organizational skills with keen attention to detail and ability to prioritize.
- Computer skills and current technology experience.
- Time management skills.
- Self-starter, flexible and team oriented.



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Physical Abilities:

Physical Abilities	N/A	Occasionally	Frequently	Constantly
Standing			X	
Walking			X	
Sitting			X	
Stoop, kneel, crouch, crawl, bend		X		
Handling/Fingering			X	
Reach Outward/Above		X		
Taste and Smell	X			
	Less than 10 lbs	10 lbs to 50 lbs	50 lbs to 100 lbs	More than 100 lbs
Lifting		X		
Visual Requirement	20/20 Correctable Vision			