Position: **Program Manager - East Region and Admissions**   **FLSA Status**: Exempt, Full-Time
Reports to: Program Director   **Location:** Remote from Washington DC/Baltimore MD
Supervises: Regional Volunteers   **Department**: Programs

LVC MISSION AND VISION

The Lutheran Volunteer Corps (LVC) places adults over 21 ("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 advances its values around inclusive community for BIPOC and LGBTQ and prepares Volunteers for service through foundational learning experiences on anti-racism/oppression and liberation and how these intersect with social justice; and the role of spirituality in inspiring and sustaining leadership. Successful candidates will be comfortable and eager to engage diverse constituents to advance LVC's program and inclusive aspirations. LVC staff work remotely, work closely together on programming, and show up in-person for volunteer and community meetings. LVC serves approximately 50 service-year volunteers nationally, with about half in the East region.

POSITION SUMMARY

All program managers 1) manage a regional volunteer program and build that region's local support network; and 2) lead a national activity that supports the volunteer program, in collaboration with other team members.

The Program Manager -- East and Admissions -- manages the adult volunteer service-year program for Washington DC, and Baltimore MD (East Region); and leads the annual admissions process. The regional volunteer program involves volunteer and placement partner recruitment and relationships; volunteer move-in, welcome, house visits, monitoring, and closings; troubleshooting and resolving house, volunteer, and placement challenges; and building local relationships with alumni, supporters, and partners. Admissions involves applicant communications, applicant interviews, applicant and placement tracking, database management, and process reporting; program contract administration; and coordination with team members on recruitment and interviews. This position joins the full team in weekly meetings; participates and leads some monthly program day workshops the first Friday of each month and at national orientation in August; and is the sole paid staff for the East region, supported by the national organization and local network.

POSITION DUTIES AND RESPONSIBILITIES

Duties and responsibilities are general and not intended to be all-inclusive.

National Admissions -- Process up to 200 applications a year and make up to 50 volunteer-placement matches.

1. Process Management -- Creates an efficient and high-touch application process; reviews and edits database tracking to streamline admissions; assigns interviews to staff; assures a positive experience for all applicants.
2. Communications -- Creates and modifies communications with applicants, staff, and others.
3. Matching -- Uses applicant and placement preferences, and considers city and position availability, to match all applicants with a placement partner.
4. Database Management -- Serve as primary manager of the admissions database, including input of data and use of forms and reports.
5. Recruitment -- Works closely with the national program director to support recruitment efforts.

Regional Volunteer Program -- Be responsible for the success of the regional volunteer program and local support.

1. **DC and Baltimore Volunteers** --
   - Supervise service year volunteers for the region, including full-cycle engagement from move-in to move-out; regular house community check-ins and volunteer one-on-one meetings; troubleshooting and resolving challenges; and providing resources to connect volunteers to the local community.
   - Identify and secure new rental houses that meet service year requirements, and close existing houses as necessary to meet variable enrollment of volunteers. Help volunteers manage rental relationships and housing issues throughout the year.

- Communicate with volunteers and region regularly using, email, e-newsletter, virtual and in-person visits.

2. **Local Support Network (LSN)** --
   - Initiate strategic local relationships and host occasional meetings to grow the Local Support Network of alumni, host churches, donors, and others.
   - Secure, engage, and supervise community and spirituality mentors for volunteer houses.
   - Identify opportunities to speak about LVC at public events to advocate and further the mission.
   - Research and recruit new social justice nonprofits annually to serve as placements, manage onboarding, and steward relationships throughout the year.

3. **Team Leadership and Engagement** --
   - Join the LVC national team in creating and leading national orientation workshops; monthly program days (first Friday of each month); admissions interviews; volunteer recruitment; national fundraising activities; and other activities that contribute to the sustainability of the program.

QUALIFICATIONS
Required
- Bachelor's degree, or commensurate education and experience in a similar role.
- Experience proactively building community relationships to advance mission.
- Experience with young adult educational and experiential programming.
- Willingness to travel mostly within region for volunteer and other meetings.
- Strong written and verbal communication, and ability to convey value proposition in presentations.
- Proficient using technology and databases for management, communication, tracking, and reporting.
- Analytical judgment and discretion in management of participants, program personnel, contractual relationships, community partners, housing, etc.
- Ability to enthusiastically champion LVC's core values, spiritual exploration, anti-racism/anti-oppression, and social justice.

APPLICATION PROCEDURE
Lutheran Volunteer Corps is an equal opportunity employer, we celebrate differences, and are committed to creating an environment where differences can thrive. For more information on LVC, visit www.lutheranvolunteercorps.org.
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No phone calls please. Salary for this position is $48,000, plus 100% paid health benefits. Submit resume and cover letter in Word or PDF format **HERE** or to this link:
https://apricot.socialsolutions.com/auth/autologin/org_id/104628/hash/2254846d8d1029c2294836e899f1c1b9af02ec9f

Revised By: *Deirdre Bagley*	Last Revised Date: 10/06/21	Approved by: *Deirdre Bagley*

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