



Position: Director of Volunteer Engagement

Type: Full Time

Reports to: Executive Director

Position Available: 12/21/2018

Organization Summary

Project Sunshine is an international organization headquartered in New York City that addresses the psychosocial and developmental needs of pediatric patients and their families. The organization's mission is to serve patients ages 0-21 facing any medical challenge and to take a family-centered approach to care, inviting caregivers and siblings to participate in all program activities. Project Sunshine was founded in a college dorm room by a student who motivated others to volunteer and fill a gap in care within the pediatric environment; for the past twenty years, this entrepreneurial spirit and commitment to bringing joy and connection into the hospital setting remain at the core of the organization.

Trained volunteers deliver in-hospital activities that normalize the hospital experience for young patients, provide support and resources to hospital staff, and offer volunteers a chance to give back to their communities. The unique volunteer engagement model allows community groups, colleges, and corporations to create moments of connection with pediatric patients, caregivers, and families. It also steps beyond the formal healthcare system to provide adaptable, play-based programming that inspires child-centric and family-based behavioral change.

Over 18,000 trained volunteers deliver programs that provide opportunities for creative expression, socialization, intellectual stimulation, and sensory integration to more than 150,000 pediatric patients and families. To carry out this impactful work, Project Sunshine partners with 325+ medical facilities across the U.S. and in four international locations: Canada, China, Israel, and Kenya.

Position Description

The Director of Volunteer Engagement provides the vision for and oversees the volunteer programs of Project Sunshine. S/he builds and maintains an infrastructure to promote growth, develops and deepens engagement of all types of volunteers in innovative ways and will serve as a consultant to the Executive Director and the Board on all matters pertaining to volunteerism.

The Director will join a passionate and energetic Project Sunshine team, at a time of significant organizational growth. He/she will be an enthusiastic, highly-motivated, and diplomatic leader and will play an important role in expanding an organization that brings hope and support to thousands of vulnerable children and their family members. He/she will work as a member of a fast-paced team of 18 on-site staff, and additional limited-term staff, senior interns and consultants, located at the organization's headquarters in New York City. The operating budget for the institution has doubled in the past few years and is now nearly \$4 million and is on pace for more growth.

Responsibilities

Reporting to the Executive Director, the Director of Volunteer Engagement will serve as a key and collaborative member of the team, playing a crucial role in the institution's dynamic growth; and will provide leadership for 50 college chapters, 30 community chapters, and oversight for two staff members.

Strategic Planning and Communication

- Design recruitment strategies to grow our base of 18,000 volunteers to 25,000 and beyond.
- Chart 3-year growth strategy to increase number of college and community chapters in US.

- Partner with leadership of 80 chapters to develop leadership succession plans.
- Create effective communication plans through a variety of mediums to deepen volunteer connections to Project Sunshine.
- Ensure continuous engagement by improving quality of volunteer and constituent data; develop innovative ways to capture and update contact information.

Volunteer Management

- Evaluate chapters to ensure high quality of program and ensure positive relationships with medical facilities.
- Manage volunteer engagement budget.
- Assess volunteer policies to reflect best-in-class procedures.
- Oversee coordination of “Sending Sunshine” program which orders supplies and matches delivery of thousands of volunteer-created craft kits to medical facility partners.
- Liaise with the Director of Program Innovation on program content and activities.

Staff Management

- Manage two direct reports, Coordinator of Program Operations and Coordinator, College Volunteers.
- Be a player/coach with a positive and accessible presence.
- Set high standards for professionalism, work product, and collegiality and hold staff accountable for maintaining them.

Required Qualifications

- At least 7 years of experience in volunteer engagement of increasing scope and responsibility.
- A record of creatively building and leading successful volunteer engagement programs.
- Strong written and verbal communication skills and clear, engaging communication style.
- Integrity, a positive attitude and self-directed and entrepreneurial work style.
- Sound understanding of volunteer engagement best practices, including team member roles and responsibilities as well as the systems and procedures required to support successful volunteer recruitment and retention efforts.
- Experience with strategic and annual planning, project management, setting priorities and developing and meeting timelines.
- Ability to understand individual, institutional, and cultural nuances.
- Passion for Project Sunshine’s mission.
- Bachelor’s degree.
- Ability to travel domestically, work evenings and weekends as needed.
- Valid driver's license required.

Please submit a cover letter and resume by email to: hr3@projectsunshine.org. Please specify salary expectations.