

St. Vincent de Paul Georgia

Job Description

Job Title: Vincentian Services Manager
Department: Vincentian Mission
Reports To: Sr. Director Vincentian Mission

Job Summary: The Vincentian Services Manager reports to the Sr. Director of Programs and Services and is based at the St. Vincent de Paul Georgia (SVdP GA) Conference Support Center in Chamblee, Georgia, with some travel to meet with volunteers throughout State of Georgia. This position requires availability for evening and weekend work, excellent organization skills, strong relational, verbal, written and computer skills, time management, ethical standards and initiative. The goal of this position is to serve and help grow the SVDP GA network, adhering to the Vincentian charism in context with SVdP's Catholic roots.

St. Vincent de Paul Georgia is a non-profit member-based organization, serving approximately 200,000 neighbors in need throughout the state of Georgia. SVdP GA provides direct and indirect aid for people experiencing housing instability, food insecurity and short-term financial crisis, in a loving, compassionate way that honors the dignity of all people.

Essential Duties and Responsibilities:

Conference Support and Service

- Function as the primary point of contact for volunteer members seeking support from the Council office; interface with other SVdP departments on their behalf
- Research and maintain a system of best practices for local chapters (Conferences); develop effective means to share such practices throughout all Conferences
- Attend SVdP Conference and district meetings to share information, assess needs; help facilitate trainings and connect volunteers to available resources
- Engage in regular communications with Conference leaders, assessing and facilitating their needs in areas of spiritual growth, recruitment, caseworker support and volunteer recognition
- Form committees of volunteers by district to facilitate information-sharing, trainings and collaboration between conferences
- Connect conferences with Council-based resources in the areas of casework, housing programs, free pharmacy and hunger-based initiatives
- Assist in establishing cooperative relationships with other agencies to expand opportunities for clients and conferences
- Lead the effort to on-board new conferences with standardized processes and procedures

Systems and Processes

- Facilitate communications between conference casework database (CMS) vendor and volunteer knowledge-sharing team including trouble-shooting protocols, requested enhancements and system updates.
- Develop training materials for database support, role-based processes, caseworker tips and more
- Oversee processes between Conferences and internal departments to facilitate financial and grant reporting
- Coordinate processes between Conferences and community partners to allow for easy and standardized access to resources for neighbors in need
- Coordinate assistance line intake systems and ongoing updates, working with phone system vendor to ensure updates are made in a timely fashion

Event Planning and Administration

- Key role in planning and executing the state-wide annual assembly for Vincentian members, including workshop/program planning, securing speakers, invitations, registration, communications, facility coordination and event follow-up
- Key role in planning and executing the annual Block Party, open to the community
- Assist with ad hoc events and special works of the Council to support volunteers and neighbors
- Administrative tasks including tracking of conference rosters, roles, training dates, etc.

Formation and Communications Support

- Serve on the formation and training team to support member trainings throughout the year, requiring an average of one weekend day per month
- Guide conference leaders to help ensure they are leading with proper governance and adherence to Vincentian charism
- Work with Director of Vincentian Communications to deliver conference news, resources and information in a clear and timely fashion.
- Work with Director of Vincentian Communications to maintain clear and timely communication of resources through website updates and bi-weekly e-blasts
- Procure testimonies of neighbors served to highlight in development and Vincentian communications

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be comfortable in supporting a faith-based mission in a Catholic environment. The requirements and duties in the job description are representative of the knowledge, skill, and/or ability required but is not an exhaustive list of responsibilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- At a minimum, a Bachelor's degree from an accredited college or university;
- Minimum of 5 years of work experience; non-profit experience a plus;
- Vincentian service and casework preferred.
- Experience in account service and/or client management a plus.

Other Skills:

- Demonstrated ability to communicate effectively with a diverse group.
- Excellent written and oral communication skills.
- Proficiency in MS Office Suite.
- Experience in Mail Chimp, Publisher and Adobe a plus.
- Attention to detail.
- Self-motivated and shows initiative.
- Flexibility to work a variable schedule including some nights and weekends, planned at least one month in advance; and other willingness to travel as requested.

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 regularly required to talk or hear.
- The employee is frequently required to use hands to finger, handle, or feel.
- The employee is occasionally required to stand; walk; sit and reach with hands and arms.
- This position involves periodic travel.
- This position requires ability to lift and carry boxes of approximately 20 pounds for training events

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.