



Mennonite Disaster Service

Position Title: Volunteer Manager
Job Status: Full-Time/Exempt Position
Location: Lititz, PA
Wage: \$81,781 to \$101,662
Revised: August 29, 2025

Primary Responsibility

Shape and lead efforts to ensure the organization has a robust and trained corps of volunteers ready and serving to fulfill the mission of Mennonite Disaster Service (MDS).

Reporting Relationships

Reports to the Director of Project Operations (DPO).

Direct Reports

Coordinator for Weekly Volunteers
Coordinator for Leadership Volunteers Region 1 & 4
Coordinator for Leadership Volunteers Region 2 & 3
Volunteer Administrative Assistant
Volunteer Training Specialist

Key Responsibilities:

- 1. Provide vision and strategy to maintain a strong volunteer base within all sectors of MDS via the VEC.**
 - Provide vision and strategy to promote and strengthen existing volunteer programs and/or introduce new volunteer programs that align with organizational vision.
 - Create and maintain strategies to establish and build strong relationships with current volunteers to maintain the volunteer base.
 - Analyze volunteer trends and MDS volunteer needs.
 - Shape and develop the components of the Volunteer Engagement Cycle (VEC) to include appropriate volunteer management systems and processes, communication and information resources and orientation and training opportunities for all volunteer sectors.
 - Ensure that training resources and safety materials for volunteers are available and effective.
 - Collaborate with MDS Canada through the Partners in Mission agreement.
- 2. Lead the Volunteer team (VT) in all aspects of ensuring that MDS projects have qualified leadership teams in place and the project crews needed to support an MDS project.**
 - Lead VT to interview, select, train, match, place, schedule, support and debrief qualified project leadership teams and project crews and maintain records to meet project needs.
 - Collaborate with Field Operations, Fleet & Logistics, Volunteer Development Team (VDT) to match response needs with volunteer availability and coordination.
 - In Collaboration with VDT, provide resources and training materials to help strengthen the

unit and region volunteer base.

- Develop and review national MDS volunteer policies and procedures and ensure compliance.
- Provide oversight to project leadership training.
- Develop information resources and materials to match volunteer programs (e.g., family project, summer youth project, year-long program).
- Collaborate with Communications and other staff and key volunteers to regularly promote volunteer needs and opportunities to MDS constituency.
- Serve on Rosedale Trades advisory team.
- Monitor volunteer management systems and processes to ensure proper record keeping of all volunteer related records.
- Member of the Leadership team, Management team, and Field Operations team.
- Participate on the MDS Safety and Risk Management team.
- Perform other tasks as assigned.

Qualifications:

- Knowledge of and passion for the MDS mission, vision, and core values
- Commitment to the Anabaptist faith and peace position and active in an Anabaptist church
- Demonstrated commitment to the MDS lifestyle expectations and Anabaptist shared Convictions as outlined in the Employee Policy Handbook
- 3-5 years of experience leading and managing others
- Bachelor's degree in management, social work, communications, or related field
- One or more years of experience working with people of another culture

Essential Skills:

- Computer proficiency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Demonstrated excellence in organizational, managerial, written, and oral communication skills.
- Strong team leader with demonstrated ability to effect change and adapt systems to emerging needs.
- Flexibility and ability to respond to changing situations and requests.
- Ability to analyze, strategize and create new working systems.
- Detail oriented with the ability to work in a fast-paced responsive environment on multiple projects with multiple constituents.
- Proven conflict resolution and problem-solving skills.
- Sensitivity and ability to relate to MDS' very diverse constituent groups.
- Availability and willingness to travel approximately 20% time.
- Physical requirement: Work is mostly sedentary with long periods on the phone and at a computer terminal.
- Work environment: With the use of normal safety precautions typical of offices, meeting rooms, and in commercial vehicles, there is little risk of danger.