



## JOB DESCRIPTION

<b>Job Title</b>	Volunteer Services Manager
<b>Department / Location</b>	Volunteer Services / National Headquarters
<b>Immediate Supervisor's Title</b>	ASG – Program Development Services
<b>Second Line Manager's Title</b>	Secretary General
<b>Number of Direct Reports</b>	TBA
<b>Number of Indirect Reports</b>	TBA

### Organizational Context

The Philippine Red Cross (PRC) is the country's foremost humanitarian organization, with a network of 102 chapters in 17 regions across Luzon, Visayas, and Mindanao. The overall objective of the PRC is to equip vulnerable communities with crisis prevention practices and orchestrate all forms of humanitarian activities tailored to alleviate the suffering and uplift the dignity of vulnerable people during and after conflict, natural and human-induced disasters, health emergencies, and other crises.

PRC is part of the International Red Cross Red Crescent Movement and one of the National Societies of the International Federation of Red Cross and Red Crescent Societies.

The PRC works to uphold and apply its seven fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality to its six major services: Blood Services, Disaster Management Services, Safety Services, Health Services, Social Services, Red Cross Youth and Volunteer Services.

PRC is composed of dedicated staffers, volunteers, partners, and donors with the intrinsic aspiration to do extraordinary things. Guided by its mantra of Volunteers + Logistics + Information Technology = A Philippine Red Cross that is Always First, Always Ready, Always There, PRC takes pride in serving the Filipino people and will always be committed to providing quality life-saving services that protect life and dignity of indigent Filipinos in vulnerable situations.

PRC is led by its Chairman, Secretary General, and Board of Governors alongside its chapters, volunteers, and staff. It has its Headquarters in Mandaluyong, Metro Manila. The Headquarters are organized into three main Divisions: (i) Program Development and Services; (ii) Chapter Services; and (iii) Corporate and Business Services.

### Job Purpose

The Volunteer Services Manager manage the development & implementation of sustainable volunteer recruitment, engagement, retention programs and activities across all Philippine Red Cross Chapters. He/She will be responsible for coordinating and managing all aspects of volunteer programs nationally including Red Cross 143 and Red Cross Youth in coordination with RCY Manager.

This position will be directly reporting to the ASG – Program Development Services and second line managing by the Secretary General.



# JOB DESCRIPTION

## Job duties and responsibilities

### Technical:

- Develop and implement new strategies, along with improvement on the existing volunteer recruitment programs, activities, and strategies.
- Ensure all recruitment strategies are sustainable and cost effective and aligned with the Red Cross 143 (RC143) and Red Cross Youth (RCY) objectives.
- Ensuring that all programs and activities meet the needs of audiences across the country.
- Develop and sustain methods on increasing of volunteer numbers across the country in accordance with RC 143 and RCY goals, targets, and objectives.
- Track the progress and success of volunteer recruitment strategies, programs, and activities across the organization and regularly provide the Secretary General with reports on volunteer recruitment, engagement, and retention.
- Assess from a strategic standpoint and make recommendations for improvements.
- Lead the Volunteer Services team based at National Headquarters and assist Philippine Red Cross (PRC) Chapters in volunteer recruitment.
- Evaluate, recommend, and implement improvements to existing volunteer, RC 143, and RCY engagement programs, activities, and strategies.
- Examine and improve RC 143 and RCY training materials and programs.
- Create and develop new training programs tailored to a variety of demographics and audience profiles.
- Provide coaching and mentoring on volunteer recruitment, engagement, and retention strategies and approaches at the national level.
- Assist Chapters in delivering volunteer orientation programs.

### General Management:

- Ensuring accountability and quality of program and operations management, budget commitments, and financial management in accordance with PRC policies, standards, and practices.
- Ensuring accountability, fairness and transparency in human resources management, through - out the employment cycle including (recruitment, development, performance management, contract administration, and welfare), by maintaining trustworthy environment, providing effective support and promoting a culture of continuous learning.
- Ensuring that timely submission of the required documents, including (but not limited to): operational highlights, quarterly updates on operations and annual updates on operations as well as delivers inputs for standard reports.
- Support the Management in all other matters related to the PRC activities – including (but not limited to) ensuring strategic coherence and alignment as well as programmatic and operational coordination, support and promote chapters and NHQ fund generation units in the development of the fund-raising strategies to increase resources generated and other relevant required management support.
- Developing department’s business continuity planning process.

## POSITION REQUIREMENTS

Education	Required	Preferred
Bachelor's Degree preferably in Public Administration, Business Administration, Marketing and/or related field	<b>X</b>	
Master’s degree in related studies		<b>X</b>
Experiences	Required	Preferred
At least 5 years of professional experience in related field	<b>X</b>	
At least 5 years supervisory / managerial experience	<b>X</b>	



## JOB DESCRIPTION

Background in marketing, promotion and/or campaign delivery required	X	
Experience of working with Red Cross/Red Crescent		X
Experience of working for a humanitarian / non-profit organization		X
<b>Knowledge and Skills</b>	<b>Required</b>	<b>Preferred</b>
Knowledge in volunteer programming/event management	X	
Exceptional interpersonal skills, including coaching and training	X	
Capability to develop strong relationships and work effectively with community leaders	X	
Ability to make decisions in-line with organizational goals and values	X	
<b>Languages</b>	<b>Required</b>	<b>Preferred</b>
Fluently spoken and written English	X	
<b>Values / Competencies</b>		
<b>Core Values:</b> Focus, Fast, Friendly, Flexible, Forward-looking		
<b>Core Competencies:</b> Communication; Collaboration & Teamwork; Decision-making; Client Relations; Creativity & Innovation; Building Trust		
<b>Managerial Competencies:</b> Managing Staff Performance; Managing Staff Development; Project Management		
<b>Functional Competencies:</b> Building Partnership; Strategic Direction; Leadership; Mentorship		

### How to apply:

Please send us your most updated CV and Motivation Letter to: [prc.recruitment@redcross.org.ph](mailto:prc.recruitment@redcross.org.ph) , with the subject of the position title you are applying for.

**Application Closing Date: 30 March 2023**