

***Volunteer Manager***  
***Part-time Paid Staff Position***

**Pro Bono Network** is a nonprofit agency located in Oak Park, Illinois, whose mission is to empower volunteer attorneys to meet the unserved legal needs of low-income persons. We work with legal aid agencies throughout Cook and DuPage counties, structuring projects to match the needs of our volunteers. Our projects and more information on PBN can be found at [www.pro-bono-network.org](http://www.pro-bono-network.org). We have an informal, collaborative and supportive work environment, with six part-time staff and two consultants. We also have college interns and volunteers occasionally working in the office. Staff and consultants currently work primarily remotely, but all staff come in 1-2 days a week. PBN is committed to attracting and retaining a diverse staff, and encourages people of color, individuals who identify on the LGBTQIA+ spectrum, and people with disabilities to apply.

**Position description:**

Pro Bono Network is seeking a part time Volunteer Manager. Among other responsibilities, the Volunteer Manager, working with the Director of Programs and Volunteers and in some cases, other staff, will manage and direct projects in three main areas:

**Volunteer Recruitment**

- Developing and implementing a recurring recruitment plan for pro bono attorneys.
- Assisting in design, implementation and evaluation of surveys to different volunteer populations.
- Posting volunteer opportunities on online sites and social media.
- Communicating with potential and new volunteers, managing all on-ramping responsibilities, including assisting them with the sign in process.
- Designing and implementing directed recruitment of diverse attorneys.

**Volunteer Coordination and Retention**

- Managing monthly volunteer hour reporting and client demographic reporting.
- Organizing and managing regular outreach with current volunteers.
- Organizing periodic volunteer recognition events.
- Creating and implementing additional ways to recognize volunteers.
- Creating and implementing a retention plan.

## **Software Management**

- Managing and updating Better Impact and Client Impact Software.
- Researching and suggesting additional case management software as necessary.
- Assisting staff and project managers in using Better Impact.
- Gathering and reporting data on PBN's impact for various agency needs.

In addition to the above work, this employee will also handle some routine administrative tasks including:

- Ensuring agreements between PBN and agencies are up to date and organized.
- Gathering client and volunteer releases, information and photographs, as necessary, and in tandem with other PBN staff for communication purposes.
- Performing other general responsibilities of the office when needed, in the same manner as all current staff, and attending weekly staff meetings.

## **Supervision:**

The Volunteer Manager will report directly to the Director of Programs and Volunteers. In addition, this employee will work with other staff on certain tasks.

## **Qualifications:**

College degree or equivalent experience required.

**Skills:** Excellent interpersonal skills and an ease communicating with volunteers by telephone and electronically; ability to lead and independently manage projects; ability to handle multiple assignments and meet deadlines; comfort working with volunteer and client management systems; competency with Microsoft Office and Google Suite software applications; desire to provide legal services to low-income and underserved populations. Prior volunteer management and/or legal aid experience preferred.

## **Salary and hours:**

This is a 24-28 hour per week part-time employee position, a set weekly hour schedule to be determined prior to starting. The annual salary is \$24,000 - \$28,500, depending on experience and hours. Dental and vision insurance are offered with this position. The position will be a hybrid of days in the office and days working at home. Start date and designated days and times will be mutually agreed upon prior to start.

## **Application procedure:**

Please email resume and cover letter to Sheila Pont, Director of Programs and Volunteers at [sheila.pont@pro-bono-network.org](mailto:sheila.pont@pro-bono-network.org). Position will be posted until filled, with priority given to applications received by January 18, 2023. Anticipated start time is mid-February.