

## National Eating Disorders Association

Phone: (212) 575-6200

[www.NationalEatingDisorders.org](http://www.NationalEatingDisorders.org)



The National Eating Disorders Association (NEDA) is a non-profit organization dedicated to supporting individuals and families affected by eating disorders. We campaign for prevention, improved access to quality treatment, and increased research funding to better understand and treat eating disorders. We work with partners and volunteers to develop programs and tools to help everyone who seeks assistance.

**Position Description:** Program Manager, Volunteer Program

**Reports to:** Senior Program Manager

**Job Summary:** The Program Manager is responsible for supporting the Programs team with their volunteer program, including the recruitment, onboarding, and retention of volunteers for the organization, with a particular focus on the Helpline volunteer program. The Program Manager will assist the Senior Program Manager with regular outcomes assessment, program evaluation and improvement to continue to grow and update the volunteer programming throughout the organization.

### **Primary Responsibilities:**

#### **Recruitment**

- Review and process incoming volunteer applications and guide applicants to appropriate opportunities based on their eligibility, skills, and interests.
- Develop recruitment strategies to grow the volunteer force and support the needs of the programs and services.
- Build relationships with university field placement and internship advisors to recruit students for available positions.
- Update volunteer position descriptions and related documents as needed.

#### **Training/Onboarding**

- Host group orientation sessions for newly accepted volunteers.
- Manage enrollment of volunteers in Adobe Captivate training program and track their learning progress.
- Develop volunteer training materials.
- Communicate volunteer training updates with Programs Team members.

#### **Scheduling**

- Assess needs and schedule volunteers accordingly.
- Support volunteers with scheduling requests.
- Anticipate higher volume needs and prepare volunteer-force.

#### **Appreciation**

- Manage and promote volunteer appreciation during National Volunteer Week.
- Foster opportunities for volunteer appreciation throughout the year.

#### **Communication**

- Communicate important organizational and program updates with volunteers.
- Collaborate with staff to identify challenges related to the volunteer experience and explore solutions.

#### **General Management**

- Manage volunteer data and personnel records.
- Collecting and reporting monthly volunteer metrics.
- Support Senior Manager in annual program assessments.

**Qualifications**

- Experience managing a team.
- Previous experience in nonprofit programming.
- Strong analytical and reporting skills.
- Exceptional interpersonal, organizational, data management, and problem-solving skills.
- Excellent time management skills and ability to adjust priorities to deliver high-quality deliverables.

**Preferred Qualifications**

- Previous program management experience.
- Strong understanding of eating disorders.
- Experience in developing and implementing training programs.