

## **Habitat for Humanity Cambodia**

### **Job Description**

<b>Name of Position</b>	Volunteer Engagement Officer
<b>Job Grade/Class</b>	05 - DPM
<b>Current Holder</b>	Vacant
<b>Based at (Location)</b>	Battambang, with required travels to provinces and project areas
<b>Reports To</b>	Volunteer Engagement Manager
<b>Direct Subordinates</b>	No
<b>Assets under Control</b>	To be specified

**Core Functions**

The Volunteer Engagement Officer will work closely with the Volunteer Engagement Manager and other Volunteer Engagement Officer in managing the Volunteer Program and its volunteer engagement services for HFH Cambodia with a special focus on youth programs. The Volunteer Engagement Officer will increase community involvement by recruiting, training, coordinating for and hosting both local and international volunteers. He/she will ensure that HFH Cambodia's volunteer programs are integrated into every aspect of Habitat's work (building projects, fundraising, office management, etc.) through partnerships with other volunteer sending programs, universities and youth organizations, churches, government agencies, corporations and other related institutions and be able to significantly contribute the strategic growth of HFH Cambodia's volunteer programs.

- Main Tasks**
1. Uphold Habitat for Humanity Vision, Mission Statement and Mission Principles; strategically translate it into context through its ministry to address poverty housing within community.
  2. Coordinate and supports the Volunteer Engagement Manager in managing the hosting of Global Village Teams and in-country teams according to the standards set by Habitat for Humanity International.
  3. Coordinate with Volunteer Engagement Coordinators of HFHI-APO and sending country coordinators in planning Global Village trips each year.
  4. Provides support to HFHC Global Village Officers based in different areas
  5. Support Volunteer Engagement Manager in preparing project and hosting information/packages about Cambodia and its program themes and provide this information to sending coordinators and volunteer team leaders.
  6. Prepare itinerary and budget of in-country costs in conjunction with GV coordinators and provide these to sending coordinators and volunteer team leaders.
  7. Coordinate with the volunteer team leaders about information about the in-country budget, team activities, and transfer of funds.
  8. Coordinate with program teams about preparing home partners, building site, construction tools for the volunteer teams and work closely with them in developing sound construction schedule.

9. Provide over-all logistical coordination for volunteer teams - transportations, accommodations, etc.
10. Support the Volunteer Engagement Manager in preparing reports/ summaries and review the work process to make necessary improvements to the volunteer program.
11. Support the Volunteer Engagement Manager in building the capacity of Global Village Coordinators
12. Performs event management functions for special builds.
13. Develop logistical forms, procedures and standards for HFH Cambodia and volunteer programs and to ensure the compliance on all standards.
14. Support the Volunteer Engagement Manager in developing volunteer handbooks, and other orientation materials for supporting and training the volunteers.
15. Support the Volunteer Engagement Manager in writing home partner family profile, family update and others related to home partner for GV hosting
16. Manage the recruitment of local and international volunteers to support HFH Cambodia's housing program.
17. Design strategies that will contribute to the growth of HFH Cambodia's Volunteer Programs.
18. Submit written and oral reports of volunteer's activities and performance.
19. Preparation of Monthly/Quarterly Reports and submit to supervisor in a timely manner.

**Authorities and Authority Limits**

1. Accept Global Village build slot bookings from various Habitat for Humanity sending countries.
2. Confirm logistical requirements on behalf of the teams
3. Assign Volunteer Program assets to Global Village Coordinators during Special Builds.

**Deliverables/ Performance Measurement Indicators**

1. Volunteer Team Hosting Projections are achieved according to target.
2. Hosting site profiles are up-to-date.
3. Supported all GV Coordinators in hosting capacity
4. Levels of satisfaction of volunteer teams are continually high and expectations are highly managed.
5. The budget and expenses of volunteer teams are verified, funds are received according to schedule and match the exact amount to be received.
6. Home partners, building sites, and construction tools are prepared on time.
7. Volunteer team schedule is clear and has received approval from sending coordinator.
8. Accurate reports and responses are sent on time.
9. GV builds and special events are organized, well-managed and creatively delivered.
10. Budgeting and reporting are clear and efficient.

**Skills/Attribute and Experience**

1. Self-motivated, possesses a positive outlook, flexible and able to work without close supervision and when under pressure.
2. Full commitment to Habitat Vision, Mission Statement and Mission Principles.
3. Minimum 3 years of experience with NGOs or the private sector in volunteer engagement, event management, donor engagement.
4. College degree in social development, public relations, communications, marketing or business administration.
5. Very resourceful, able to coordinate multiple tasks.
6. Excellent team player, creative and out-going.
7. Able to work effectively in cross-cultural settings; can support, negotiate and cooperate with those of other cultures.
8. Good oral and written communication skills and translation skills.
9. Good public speaking skills for orientation, training and presentations in Khmer and English languages.
10. Proficient in Word, Excel, PowerPoint, Outlook and the ability to learn and train others to manage volunteer/donor database system.
11. Accountable in terms of time, money and reports.
12. Experience in coordinating, recruiting and managing volunteers and logistics for hosting volunteers.
13. Experience in handling administration tasks, event management and hospitality services.
14. Has outstanding organizational skills
15. Must be able to travel and stay in the field.
16. Must possess a valid driving license.

Incumbent (signature/name): \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor (signature/name): \_\_\_\_\_

Date: \_\_\_\_\_