

February 20, 2026

Volunteer Services Manager

Catholic Charities, Diocese of Covington
Covington, KY • Full-Time • Exempt

Catholic Charities is seeking a dynamic, highly organized **Volunteer Services Manager** to lead our volunteer program and support more than **700 dedicated volunteers** who advance our mission across a wide range of programs and services.

This role is ideal for a relationship-driven professional who excels at community engagement, communication, and building strong partnerships. You will oversee the full volunteer lifecycle—from recruitment and onboarding to training, scheduling, recognition, and retention—while cultivating a positive, mission-centered volunteer culture.

Key Responsibilities

- Lead recruitment, screening, onboarding, and retention efforts for 700 volunteers.
- Foster a welcoming, mission-aligned volunteer culture.
- Train the Parish Kitchen Manager on the volunteer application process.
- Supervise volunteer receptionists, including scheduling, coverage, training, and performance.
- Supervise the following volunteer roles:
 - Assistant to the Volunteer Services Manager
 - CASSBA Excel Database Administrator
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 - Cooking Team
 - Mailing Team
- Maintain volunteer schedules and ensure adequate coverage for events and programs.
- Manage volunteer records, hours, and compliance documentation in Volgistics.
- Prepare and report volunteer metrics for leadership team and grant reporting.
- Develop and update volunteer position descriptions.
- Collaborate with Communications/Marketing to update website content and support social media related to volunteer engagement.
- Partner with the Donor & Volunteer Engagement Team and Marketing/Communications on the annual Volunteer Appreciation Dinner.
- Lead the IT/Logistics Committee for the annual CASSBA fundraiser, including recruiting and coordinating event volunteers.
- Coordinate in-kind donation drives with the Donor & Volunteer Engagement Team and Parish Kitchen Manager.
- Support advisory board meal planning and other volunteer-related activities.

Qualifications

- Bachelor's degree in human services, business, nonprofit management, or a related field.

- 2–4 years of experience in volunteer management, program management, or equivalent experience.
- Exceptional communication, organization, and time-management skills.
- Proficiency in Microsoft Office Suite.
- Experience with Volgistics or other volunteer databases is a plus.
- Ability to remain calm, composed, and solutions-oriented under pressure.
- A mission-driven mindset with heart, hustle, and passion.
- Comfortable using technology to streamline work and improve processes.
- Develop innovative strategies to attract and engage new volunteer populations.
- Ability to honor long-time volunteers while supporting program growth and new recruitment.
- Understanding of volunteer and donor cultivation.
- A proactive problem-solver who takes initiative and inspires others to join a meaningful cause.
- Strong relationship-building skills with diverse groups and community partners.

Why Join Us?

You'll have the opportunity to shape a thriving volunteer program, engage a passionate community, and contribute to meaningful work that impacts lives across the region.

To Apply

Please submit your resume, cover letter, salary history, and at least three references to:
Shannon Braun sbraun@covingtoncharities.org

To learn more about Catholic Charities and view additional opportunities, visit:
<https://www.covingtoncharities.org/news-events/job-opportunities>

Catholic Charities is an Equal Opportunity Employer.