

Intern and Professional Volunteer Manager

Location: [Central/South America] [Costa Rica]

Town/City: San José

Category: Human Resources

Job Type: Open-ended, Full-time

***Please submit your CV in English.**

PURPOSE OF THE POSITION:

As the **Intern and Professional Volunteer Manager**, you will revive, lead and revamp the current World Vision International (WVI) US-based Internship Programme. You will source, recruit and select interns to gain valuable project management experience and be introduced to the ministry of World Vision.

You will also develop, implement and lead WVI's initial Professional Volunteer Network programme. You will recruit, select and assign Professional Volunteers whose skills, knowledge and experience can help enhance World Vision's efforts in meeting the goals of Our Promise, World Vision's global strategy.

You will provide day-to-day management and coordination of both programmes by overseeing professional development of interns, ensuring optimal team placement and utilization. For the Professional Volunteer Network, you will also ensure optimal team placement and utilization, while continuously improving programme quality based on feedback from both participants and hosting department staff.

KEY RESPONSIBILITIES:

Professional Volunteer (PV) Programme Leadership/Management:

- Design and roll out a comprehensive Professional Volunteer Programme that will bring value to both WV partners and volunteer participants.
- Build Relationships and market the program appropriately to departments that stand to gain the most from the help of a PV.

- Ensure that department requesting the professional volunteer has developed a well thought out work plan or project to accomplish during the allotted time period.
- Ensure that participating departments have a designated person to provide supervision and instructions to the PV as needed.
- Meet with the PV to ensure that their role and responsibilities are clear and that their time is being put to good use.
- Monitor PV performance through ongoing feedback with hosting department and participant.
- Evaluate all aspects of PV volunteer programs to ensure effectiveness and recommend/implement changes as appropriate: examples would include client and participant satisfaction surveys, measuring evidence-based ROI and/or impact of the programme.

Intern Programme Leadership/Management:

- Create a new strategy, mission and vision for World Vision International's Internship Program. Ensure that vision is adopted, maintained, and shared throughout the partnership.
- Ensure that department requesting intern has developed a well thought out work plan or project to accomplish during the allotted time period. Priority will be given to departments that have existing or projected lower level vacancies that Intern could be hired into.
- Collaborate with Director of Continuous Improvement and Operational Excellence to assist Interns in earning Lean Six Sigma Yellow Belt.
- Ensure quality-learning environment for each U.S. based intern.
- Facilitate career counseling to interns during the Internship period.
- Create and implement weekly professional development programming for Interns: (cohort calls, department orientations, professional development trainings, etc.).
- Train staff on new policies and procedures relating to internships.
- Conduct evaluations as needed and exit interviews for each intern.
- Compile interns' evaluations after enrollment cycles to track internal hire rate.
- Develop and implement strategies that create consistency and standardization among all WVI internship programs.
- Carefully and thoroughly research, develop and eventually implement plans to expand the WVI Internship program

globally.

Intern Sourcing/Recruiting:

Manage full cycle recruitment for the WVI Internship Programme including:

- creating, advertising, and collecting internal requisitions for interns.
- creating online web copy for Careers & Employment page.
- reviewing applications, conducting screening interviews and recommending shortlist of candidates to each host department, collecting references and pre-hire documents for each intern.

Ensure all Child Safeguarding hiring standards are met.

Maintain multiple channels and networks to build deep, diverse, and reliable sourcing pools for interns.

Proactively identify and execute effective sourcing strategies to strengthen intern talent pipelines.

Serve as internal advocate for current or former interns through the recruitment processes to encourage and support hiring.

PV Network Sourcing/Recruiting:

Create and manage full cycle recruitment process for the WVI Professional Volunteer Network including

- creating application forms and interview format for PV's.
- creating, advertising and collecting internal requisitions for PV's.
- creating on-line web copy for Careers & Employment page.
- reviewing applications.
- conducting screening interviews and recommending shortlist of candidates to each host department, collecting references and pre-hire documents for each PV.

Ensure all Child Safeguarding hiring standards are met.

Maintain multiple channels and networks to build deep, diverse, and reliable sourcing pools for PV's.

Proactively identify and execute effective sourcing strategies to strengthen PV talent pipelines.

Serve as internal advocate for current or former PV's through the recruitment processes to encourage and support hiring.

Intern Program External Engagement:

- Maintain relationships, on behalf of WVI, for U.S. based Internship Programmes through, but not limited to, marketing opportunities, candidate referrals, and current network of Colleges and Universities.
- Regularly attend and actively participate in university job/career fairs to advertise the WVI Programme and attract high potential students/graduates.

PV Programme External Engagement:

- Maintain professional relationships with LinkedIn Volunteer Network, liaison and communicate regularly regarding PV opportunities with the 500K followers of the WVI LinkedIn Company Page.
- Build Strong Referral Sources for the PV Programme thru other social media and Christian networks.
- Act as a single point of contact for communications for the Professional Volunteer programs internally & externally.

Budget Oversight/Other Duties:

- Oversee both programme budgets.
- Other duties as assigned.?

KNOWLEDGE, SKILLS AND ABILITIES:

- 5-10 years of relevant work experience.
- Experience in managing networks of relationships and stakeholders.
- Experience in recruitment, internship and/or orientation programme coordination.
- Skilled in utilizing social media as a marketing and recruiting tool.
- Bachelor's degree.

- Proficiency in Microsoft Office Suite.
- Strong interpersonal communication and organizational abilities.
- Strong analytical and problem solving skills.

Preferred:

- Ability to communicate effectively with individuals and represent World Vision with university administrators and faculty; and also with senior business leaders and technical professionals.
- Previous experience in leading a professional volunteer program or network highly preferred.
- Lean Six Sigma "belt" status and/or Kaizen training.
- Ability to communicate and influence effectively with people in different levels of leadership.
- Graduate degree preferred.
- Experience working in HR in recruiting, talent management and/or organizational development highly desired.
- Experience working with college/graduate students and recent graduates highly desired.
- Experience working in the nonprofit/NGO sector desired.
- Experience with proven success in social media management preferred.

Work Environment/Travel:

- The position requires ability and willingness to travel up to 5%.