Program Manager, Volunteer & Internship Programs

Reports to: Director of Policy and External Affairs
Salary: $63,000 to $70,000 range
Status: Full-time, exempt
Location: St. Louis, Missouri
Benefits: 100% Health (medical, dental, vision) insurance, life insurance, abortion coverage, retirement plan, unlimited vacation, paid family and medical leave, education benefit and professional development opportunities, hybrid work community, remote work reimbursement

About Abortion Action Missouri

Abortion Action Missouri (AAM) is dedicated to building and sustaining a constituency that uses the political process to guarantee reproductive freedom for every Missourian. Our mission is to foster and sustain a Midwest movement for control of our bodies, lives, and futures. We envision a world with stigma-free abortion access and reproductive freedom for all. With 80,000+ members, we are the largest statewide grassroots organization working exclusively on reproductive rights issues. Abortion Action Missouri is a grassroots 501(c)(4) advocacy organization. Two additional affiliated organizations help advance Abortion Action Missouri's mission. The Abortion Action Missouri Foundation (a 501(c)(3)) conducts public education, programming, and research intended to increase public awareness of relevant reproductive health, rights, and justice issues. The Abortion Action Missouri PAC (AAM PAC) is the political action committee that conducts direct electoral work with and for pro-abortion candidates.

The Role

Abortion Action Missouri is seeking a Program Manager to lead two important areas of our work: our Clinic Support volunteer program and a new organization-wide internship program.

This is a hands-on management role for someone who likes building and maintaining strong systems (e.g., volunteer engagement tracking, program evaluation, policies and procedures) as well as working directly with people. The Program Manager will manage the day-to-day work of the Clinic Support program, including supporting and managing approximately 50 volunteer team leads, while also designing and launching an internship program that can support teams across the organization.

The person in this role will not simply administer programs that already exist. They will be an integral part of evaluating what is working, what needs to change, and what systems will help both volunteers and interns have a strong experience. They will collect and use data, strengthen communication and training, build relationships with colleges and other recruitment partners across Missouri, and work to grow these programs over time.

For Clinic Support, this role will be roughly equal parts management and execution. AAM's Clinic Support program provides Clinic Escort volunteers at three clinics in the St. Louis region and continues to expand across the state. The Clinic Support program also supports

community events. For the internship program, the Program Manager will serve as the program designer and hiring manager while coordinating staff across the organization to support interns' day to day supervision.

What You'll Do

Lead and strengthen the Clinic Support volunteer program

- Manage the day-to-day operations of Abortion Action Missouri's Clinic Support volunteer program.
- Manage and support volunteer team leads, creating a clear middle layer between individual volunteers and staff.
- Establish clear expectations for team leads, including responsibility for communicating with and supporting the volunteers on their teams.
- Maintain regular communication with team leads and troubleshoot volunteer concerns, scheduling issues, and other program needs.
- Build and maintain strong relationships with clinic and community partners and ensure the program continues to respond to their needs.
- Recruit, onboard, train, and retain volunteers and volunteer leaders.
- Strengthen systems for volunteer communication, onboarding, training, scheduling, documentation, and tracking.
- Help build a replicable onboarding program to grow Clinic Support into new clinics and regions.
- Create opportunities for Clinic Support volunteers to feel connected to Abortion Action Missouri beyond individual volunteer shifts and understand how their work fits into the organization's broader mission.
- Develop a plan for growing the volunteer program while maintaining a strong volunteer experience.
- Collect volunteer feedback and program data and use it to understand what is working, identify problems, and recommend changes.

Build and manage an organization-wide internship program

- Design and launch an organization-wide internship program that can support multiple teams and functions at Abortion Action Missouri.
- Develop the infrastructure for the program, including recruitment, hiring, onboarding, orientation, learning opportunities, evaluation, and offboarding.
- Serve as the hiring manager for approximately three to five interns at a time and coordinate placements with managers across the organization.
- Supervise interns directly and facilitate collaboration with supporting staff so that expectations, management practices, and learning opportunities are consistent across the organization.
- Develop relationships with colleges, universities, student groups, and other partners throughout Missouri to build a strong and diverse internship pipeline.
- Represent Abortion Action Missouri at career fairs, campus events, and other recruitment opportunities.

- Develop recruitment strategies that help the organization reach students across different regions, schools, backgrounds, and areas of study.
- Gather feedback from interns and managers throughout each internship cycle and use that information to strengthen the program.
- Track internship participation, recruitment, retention, experience, and other relevant data so the organization can evaluate and improve the program over time.

Build systems that help people participate and succeed

- Create and continuously improve systems for volunteer and intern communication, training, documentation, data collection, and program management.
- Develop surveys, feedback processes, and other tools that help the organization understand the experiences of volunteers and interns.
- Maintain accurate program and participant data and regularly identify trends, opportunities, and areas that need attention.
- Develop trainings, guides, templates, and other resources that make it easier for staff, interns, volunteers, and volunteer leaders to do their work well.
- Coordinate trainings and other learning opportunities for volunteers, interns, team leads, and staff managers as needed.
- Support program-related events and other activities connected to volunteer and intern engagement.
- Recommend changes to programs, systems, and processes based on data, participant feedback, and what the Program Manager is seeing in the day-to-day work.

What Success Looks Like

Within the first six months, we expect that:

- Abortion Action Missouri has a functioning organization-wide internship program with developing systems for recruitment, hiring, onboarding, supervision, learning, feedback, and evaluation.
- The Abortion Action Missouri Clinic Support program will have launched in one new region.
- Clinic Support volunteers and team leads have clearer communication, roles, systems, and support.
- The organization has useful data about the experiences of volunteers and interns and regularly uses that information to make program decisions.
- Clinic Support volunteers feel connected to Abortion Action Missouri and understand how their work contributes to the organization's broader work.
- There is a clear plan for strengthening and growing both the Clinic Support volunteer program and internship program over time.

Who You Are

You may be a strong fit for this role if you:

- Have experience managing people, volunteers, interns, or programs and know how to create clear expectations while supporting people to succeed.
- Enjoy both managing people and doing the hands-on work necessary to keep a program running.
- Are comfortable creating something new when there is not already a roadmap or established system.
- Can turn a broad goal into a practical program, process, or plan.
- Build strong relationships across different kinds of people, including volunteers, students, staff, community partners, and institutional partners.
- Are a strong communicator who can keep multiple groups informed without creating unnecessary layers of communication.
- Know how to build systems that make work easier and more consistent rather than more bureaucratic.
- Are comfortable collecting, organizing, and interpreting data and using it to improve programs.
- Can manage multiple timelines, relationships, and responsibilities while knowing what needs immediate attention and what can wait.
- Approach problems proactively and are comfortable making day-to-day decisions within your area of responsibility.
- Are attentive to details while still being able to see the larger purpose of a program.
- Are excited about helping people develop their skills, leadership, and connection to an organization.
- Share Abortion Action Missouri's commitment to reproductive freedom and abortion access.

Experience

We are most interested in finding someone with the skills to do this work well. Relevant experience could come from nonprofit programs, volunteer management, organizing, higher education, internships or fellowship programs, community engagement, leadership development, or other settings.

Competitive candidates will likely have:

- Several years of relevant professional experience, including responsibility for managing a program, project, or significant body of work.
- Experience supervising or supporting the development of other people.
- Experience working with volunteers, interns, students, or community members.
- Experience building or improving systems and processes.
- Comfort working with databases, spreadsheets, surveys, and other tools used to track program participation and outcomes.

Experience developing internship programs, managing volunteer leaders, building partnerships with colleges or universities, or working in reproductive health, rights, and justice is useful but not required.

Additional Requirements

Applicants must be located in the St. Louis area to be considered for this position

Abortion Action Missouri offers a hybrid remote/in-person work environment. Our primary office is located in St. Louis City; some in-person work required

This position will require occasional evening and weekend work related to volunteer programming, trainings, recruitment, or events. Some travel within Missouri may also be required for campus recruitment, relationship building, and program activities. A drivers license, and reliable transportation is required.

To apply: Submit a cover letter and resume to jobs@abortionactionmissouri.org.

Deadline to apply is Sunday, November 15, 2026

Hiring Timeline:

- First interview invitations extended by Friday, November 13
- First-round interviews: November 30 - December 4
- Offer made in January, 2027

Abortion Action Missouri values and respects diversity in its many forms: race, ethnicity, national origin, ability, class, faith, age, gender identity, sexual orientation, and experience. We welcome a broad array of applicants. Inclusivity is important to our mission and daily work.

Abortion Action Missouri is an equal opportunity employer and does not discriminate on the basis of race, color, religion, national origin, gender, age, sexual orientation, gender association, gender expression, marital status, military status or physical or mental disability.

The Abortion Action Missouri team is committed to protecting our team and our community. All applicants must be fully vaccinated against Covid 19. Reasonable accommodations will be considered.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE A COMPLETE LIST OF ALL RESPONSIBILITIES, DUTIES, OR SKILLS FOR THIS POSITION AND IS SUBJECT TO REVIEW AND CHANGE IN ACCORDANCE WITH THE NEEDS OF THE ORGANIZATION

Data tells us that men apply for a job when they meet only 60 percent of the qualifications, but women apply only if they meet 100 percent of them. So if you think you might be great for this position but don't think you meet all the qualifications, we encourage you to apply!