

Weld Food Bank

Job Description

Volunteer Manager

Rev. 4/10/23

- **Position Summary:** Position reports to Chief Development Officer. Position manages and coordinates the volunteer activities of WFB. Works closely with each of the food bank's department leadership staff to identify volunteer needs as well as specific program/event requirements. Assists with all development activities including donor and community outreach, recognition, and special events. Must adhere to Weld Food Bank Core Values. Flexibility to work nights and weekends is required.

Volunteer Management

- Recruit volunteers, based on WFB needs, through various community organizations, social groups, service groups, schools, businesses, faith communities, and local universities by providing them with current materials and giving presentations
- Manage and coordinate individual volunteers, volunteer groups, court assigned community service workers, TANF, SER and workfare participants
- Identifies and coordinates, in collaboration with other food bank departments, the volunteer needs of each department, including general warehouse, development, special events, agency services, and general office work
- Schedule volunteers and ensure supervision and training of volunteers
 - Schedule volunteers based on warehouse and program needs
 - Facilitate mutually beneficial relationships between WFB staff & volunteers through training and supporting staff
 - Maintain volunteer calendar, including corporate groups
- Assists in cultivating volunteers into financial donors
- Develop and implement policies & procedures
- Maintain volunteer records & track all hours worked
- Responsible for all volunteer data entry including registering volunteers and setting up new profiles
- Maintain and update Volunteer Information Manual as needed
- Welcome volunteers; introducing new volunteers to staff members and provide a positive atmosphere
- Serve as the volunteer supervisor for large volunteer groups during the week and for evening and weekend volunteer groups as needed
- Set up volunteer projects when needed
- Work with staff to evaluate volunteer effectiveness
- Develop annual plan and goals for volunteer program
- Develop recruitment materials and presentations
- Develop and maintain Volunteer Recognition component to program
- Develop and coordinate appropriate volunteer recognition events
- Maintain written job description for major volunteer positions
- Interview and assess volunteers for skills and abilities
- Develop and deliver orientation to all volunteers
- Responsible for following up on all volunteer inquiries and assignments after orientations
- Maintain contact with other volunteer resources in the community
 - Develop and/or maintain ongoing relationships with other volunteer recruitment organizations
 - Maintain current volunteer position descriptions in those organization's files and participates in community recruiting activities (summits, fairs, exhibits, etc.)

- Interact personally with volunteers on a regular basis to show our appreciation, to understand their desires and abilities, strengths & weaknesses, and to maximize their potential contributions
- Maximize existing technology to access and recruit volunteers including email and food bank website, as well as development of public presentations to community groups
- Consistently promote safety in the warehouse for our volunteers through both education and example
- Train and support staff in working with volunteers
- Understand Weld Food Bank's mission and values and educate current and potential volunteers about the organization
- Actively listen to volunteers and engage them in meaningful volunteer experiences

Other

- Support special events as needed
- Promote the mission of Weld Food Bank: To lead and engage our community in the fight against hunger
- Foster a team effort and work with staff, volunteers and community service workers to promote a clean, safe and positive work environment
- Respect and maintains confidentiality

Skills / Requirements

- Bachelor's Degree (or equivalent work experience)
- Volunteer or experience with group management preferred
- Ability to work as part of a multidisciplinary team
- Excellent time-management skills
- Excellent written, oral and interpersonal communication skills
- Ability to lift up to 40 pounds repetitively
- Must be proficient with Word, Excel, and Outlook
- Must be willing to work in all areas of food bank operations as needed including warehouse, office, on occasion outside locations and on evenings and weekends as needed
- Ability to effectively present information and respond to questions from managers, prospective volunteers, clients, and the general public
- Ability to be certified to use an electric pallet jack
- Willing to perform additional duties/projects as assigned

Please Note: *This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time with or without notice.*