

VIRGINIA PENINSULA FOODBANK JOB DESCRIPTION

DEPARTMENT: Development

JOB TITLE: Volunteer Coordinator

REPORTS TO: Director of Development

JOB GRADE: Full Time/Hourly

Job Description:

Coordinates the volunteer activities of the Foodbank. This position will also help with food drives in coordination with the Community Engagement Coordinator under the direction of the Director of Development. Works closely with each of the Foodbank's department leadership and staff to identify volunteer needs as well as specific program/event requirements. Commit to understanding and fulfilling Virginia Peninsula Foodbank's mission and vision of *leading the effort of a hunger free and properly nourished community*. Commitment to serving vulnerable populations and ending hunger on the Peninsula and surrounding areas.

Job Responsibilities:

Identifies and coordinates, in collaboration with Foodbank departments (Development, Agency Services, Warehouse, Finance, Nutrition Programs), the volunteer needs of each department.

- Recruits volunteers as identified by department needs. Solicits volunteers through various community organizations, social groups, schools, businesses, faith communities, groups, and organizations. Recruits by telephone, handing out volunteer flyers to local businesses, etc., as appropriate.
- Provides centralized volunteer intake services for Foodbank, conducting volunteer assessments to best match Foodbank needs with volunteer skills, time commitments, and interests.
- Coordinates AARP and community service/court ordered volunteers. Submits AARP timecards biweekly to AARP offices and provides documentation for court-ordered volunteers.
- Collaborates with Foodbank departments in scheduling of volunteers and ensuring proper supervision and training of volunteers. Keeps them abreast of any possible shortages and makes recommendations on how to fulfill the need.
- Becomes knowledgeable of the procedures for all the tasks that volunteers perform.
- Develops, in collaboration with department leads, and maintains volunteer job descriptions for each Foodbank department for use as marketing tool. Maximizes existing technology to access and recruit volunteers including email, social media, and Foodbank web site, as well as development of public presentations to community groups.
- Develops and coordinates appropriate volunteer recognition plans. Collaborates with Foodbank staff to execute volunteer activities and events. Utilizes Facebook/social media, as well as letters/certificates of appreciation for volunteer recognition.
- Develops and maintains volunteer management system (currently Volunteer Hub) to assist with effective volunteer coordination. Uses appropriate technology (Volunteer Hub) to track and analyze vital information to ensure successful volunteer relations. Maintains historical information on volunteers in Volunteer Hub for future reference. Provides monthly reports as requested.
- Communicates any performance issues with volunteers when needed.
- Reviews volunteer signups to ensure volunteers are attending the events they sign up for. If not, communicates with volunteers the guidelines for volunteering.
- Researches and schedules organization/businesses that have monetary values for their volunteer services. Submits and/or approves grants for volunteer services.
- Assists in the general development activities and events of the Foodbank as necessary or as required by the Director of Development.

- Fills in to assist with essential tasks if short on volunteers. (Backpack deliveries, packing boxes, Mobile Food Pantry distributions, etc.)
- Strategizes ways to ensure that high priority tasks are completed if there is a volunteer shortage.
- Ensures volunteer descriptions, schedules, and the number required are clear, detailed, and up-to-date in Volunteer Hub.
- Communicates in advance to department coordinators if there is a shortage of volunteers to perform the scheduled tasks and what measures are being taken to fulfill the tasks.
- Conducts tours for groups and new volunteers.
- Greets groups of volunteers and accompanies them to their volunteer tasks.
- Provides volunteers with fundraising flyers

FOOD DRIVES

- Helps provide food drive supplies when needed to a donor, writes receipts for food drive donations, and helps pick up food donations.
- Works in conjunction with the Community Engagement Coordinator on annual food drives to include National Letter Carrier's Stamp Out Hunger, Mayflower Marathon, Newport News Shipbuilding Holiday Food Drive, Chick-Fil-A 5K, and YVCHR Canstructure
- Backup for Community Engagement Coordinator in their absence.
- Develops relationships through volunteerism and food drives with area businesses and organizations.
- Oversees the drop off locations throughout the community; submits pickups/supplies when requested.
- Assists with community events when needed
- Other duties as assigned by the Director of Development.

Qualifications:

- Bachelor's Degree in Marketing, Public Relations, Corporate Communications, Nonprofit Management, Human Services, or related field/experience required.
- 2+ years' minimum experience in volunteer and special events coordination, supervisory capacity, and management preferred. Experience with facilitating community-organizing events and recruiting community volunteers and leaders. Some fundraising experience preferred.
 - Ability to coordinate multiple projects/events and adhere to deadlines in a high-energy, fast-paced environment.
 - Ability to communicate effectively with department management, coordinators, and donors; cultivating supporters and networking as appropriate
 - Excellent written, oral, and interpersonal communications skills.
 - Exceptional attention to details
 - Enthusiastic, flexible, proactive, patient, and a team player
 - Display initiative to fulfilling volunteer needs and ensuring volunteers have a positive experience
 - Feel comfortable addressing performance issues and concerns with volunteers
 - Proficiency in Windows, Microsoft Word, Excel, and Outlook.
 - Comfortable public speaking in front of a group relative to the mission of the Foodbank.
 - Knowledge of Volunteer Hub and/or a volunteer management software preferred.
 - Strong interpersonal skills. Ability to relate effectively with staff, volunteers, agency representatives and the general public.
 - Excellent Attendance
 - Must be able to lift 30 pounds.
 - Valid VA's Driver's License
 - Ability to drive the Foodbank van and box truck.
 - Willing and able to work nights and weekends when necessary

Physical Demands:

- Close vision (clear vision at 20 inches or less) working with documents, computer screens and filing.
- Distance vision (clear vision at 20 feet or more), peripheral vision, depth perception and ability to adjust focus when operating equipment.
- Regularly required to talk or hear when communicating with employees and clients.
- Perform duties and work in all types of weather conditions in and out outdoors.
- Use hands and fingers to handle, or feel
- Reach with hands and arms
- The employee frequently is required to stand and or walk for extended periods of time.
- The employee must be able to climb or balance.
- The employee is occasionally required to stoop, kneel, crouch, or crawl.

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