

Second Harvest Food Bank Santa Cruz County

Volunteer Program Manager

NON-EXEMPT



Second Harvest Food Bank provides over 8 million pounds of food assistance annually, to over 55,000 people per month, through its network of 200 member agencies and programs. By increasing access to healthy food, Second Harvest is making a profound impact towards growing a healthier community.

JOB SUMMARY

Reports to: Human Resources Director

Supervises: Volunteers

The Volunteer Program Manager (VPM) serves a vital role in managing volunteer services for Second Harvest Food Bank. Working with about 4,000 individual volunteers annually, the VPM provides volunteer support to all departments of the food bank and serves as the primary volunteer recruiter for office, warehouse, event, and program volunteers. The VPM is responsible for developing and operating a robust and engaging volunteer program, including setting annual goals and reporting progress, and overseeing successful volunteer screening, recruitment, orientation, training, retention, and recognition. The VPM coordinates the day-to-day volunteer services at the food bank; scheduling volunteers and volunteer activities, as well as managing information gathering and data entry related to volunteers.

Recruits and Engages Volunteers for Second Harvest

- Identifies and coordinates Second Harvest's volunteer needs, including warehouse (re-packing, community food distributions, etc.), programs, special events, and general office work.
- Takes primary responsibility for the overall Volunteer Experience at the food bank.
- Responsible for the processing, orientation and assignment of all volunteers and volunteer groups, in consultation with food bank staff.
- Oversees recruiting and scheduling individuals and groups for daily volunteer assignments and special projects via telephone, email, website, and in-person and ensuring timely response to all volunteer inquiries.
- Recruits, screens, selects, and places volunteers.
- Assigns and occasionally directs volunteer work.
- Ensures volunteers receive appropriate training from their functional supervisor.
- Ensures that volunteer supervisors have appropriate training.
- Addresses complaints and resolves problems involving volunteers.
- Responsible for tracking and reporting volunteer hours.
- Responsible for accuracy of volunteer information in the CRM.
- Organizes Saturday Sorts, including volunteer recruitment and coordination of volunteer teams.
- When scheduled, oversees Saturday Sorts, and is responsible for opening and closing duties.
- Acts as a liaison between volunteers and staff.
- Promotes Second Harvest and volunteerism by attending outside events as needed.
- Develops and maintains the food bank's volunteer manual and all other literature pertinent to volunteers.
- Communicates with active volunteers to ensure that they are well matched to their assignment.
- Communicates with volunteers who are not meeting job requirements and addresses performance issues promptly.
- Develops, collects, and maintains volunteer position descriptions.

- Working with food bank staff, ensures that volunteers receive and understand policies, procedures and regulations that are necessary and relevant to their work and the mission of the food bank.

Leads Morale and Recognition Program for Volunteers

- Coordinates volunteer recognition activities.
- Evaluates volunteer satisfaction and volunteer program effectiveness annually.
- Ensures meaningful stewardship and recognition of volunteers.
- Develops meaningful, prompt individual volunteer acknowledgement practices.
- Maintains communication with volunteers to ensure that volunteers feel appreciated and stay informed.
- Works with the food bank staff to ensure that the volunteer experience is consistent with food bank goals and expectations of quality.
- Leads planning for annual appreciation event.

Reporting and Storytelling

- Prepares volunteer reports and materials according to established deadlines.
- Documents volunteer stories to help spread awareness and support for the food bank and its volunteer program.
- Guarantees adequate records for volunteers are securely maintained and up to date.
- Assists in all communication activities.

QUALIFICATIONS

Education, Training & Experience

2-5 years of experience in the oversight and management of a volunteer program. Experience working in nonprofit or human service organizations is preferred.

Knowledge, Skills & Abilities

- Bilingual (Spanish) required.
- Comfortable with public speaking and making presentations.
- Excellent organizational skills with the ability to handle multiple tasks and problem solve.
- Adept at facilitating conversations, navigating conflict, and building consensus towards solutions.
- Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and/or different backgrounds and lifestyles; demonstrate a knowledge of and sensitivity to their needs.
- Strong Microsoft Office, Outlook, and database management skills.

OTHER REQUIREMENTS

- Must have access to a motor vehicle, as well as valid auto insurance coverage, for occasional driving on the job.
- Must have valid California Driver's License and a satisfactory driving record, as documented by a current MVR (will be obtained by the Food Bank's insurance carrier).
- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.

Job Details: This is a full-time, regular, non-exempt position with an hourly rate of \$20.04 - \$24.85. The position will be offered starting at \$20.04/hour, depending on education and experience. Hours are most commonly Monday-Friday from 7:30 AM - 4:30 PM, however, occasional weekend and evening work may be required.

Benefits: For employee: free dental and vision insurance (shared cost for dependents). Free life, long-term disability, long-term care, and AD&D insurances. Shared cost medical insurance. Eligibility begins on the second month of employment (i.e. if you are hired June 20th, you are eligible starting July 1st). This benefit package is valued at an average of \$10,700/year.

- First year: 15 vacation days, 12 sick days, and 10 holidays.
- 403(b) Retirement Plan: Second Harvest matches employee contributions up to an annual cap.
- Volunteer Leave: two paid days per year to volunteer at a non-profit in Santa Cruz County.
- Employee Assistance Program

To Apply: Please send cover letter and resume to hire@thefoodbank.org by **3/31/19**

SECOND HARVEST FOOD BANK SANTA CRUZ COUNTY
IS AN EQUAL OPPORTUNITY EMPLOYER.

Second Harvest Food Bank does not discriminate because of race, religion, religious creed, color, age, sex, sexual orientation, gender (including gender identity and gender expression), national origin, ancestry, marital status, medical condition, physical or mental disability, military service, veteran status, pregnancy, childbirth, breastfeeding and related medical conditions, genetic information, genetic characteristics or any other legally protected status. The Food Bank also does not discriminate based on the perception that anyone has any of these characteristics, or is associated with a person who has (or is perceived as having) any of these characteristics.