

VOLUNTEER COORDINATOR

DEPARTMENT: Meals-on-Wheels
SUPERVISOR: VP of Nutrition Services

Approved by: Chief Operating Officer

Date: April 2020

FLSA: Exempt

POSITION SUMMARY

Responsible for managing and coordinating all aspects of volunteer meal delivery for Meals-on-Wheels program – including supporting recruitment and onboarding of new program volunteers, communicating and resolving volunteer needs and concerns, developing and executing volunteer training, scheduling volunteer route deliveries, data collection and reporting, and ongoing communication, retention and recognition efforts in the Meals-on-Wheels program.

QUALIFICATIONS**Education, Experience, and Training:**

Four-year degree and previous experience working with people of diverse backgrounds. Experience working with, training, and managing volunteers preferred.

Knowledge, Skills, Ability:

- Good organizational skills
- Computer experience in Microsoft Office products
- Effective oral and written communication skills
- Flexibility and responsiveness
- Good interpersonal skills and excellent customer service orientation
- Ability to prioritize effectively and manage multiple projects

Physical Requirements:

Some travel and lifting of 30-40 pounds, talking and listening, sedentary work. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS

50% Develop and maintain schedule for volunteer meal deliveries. Ensure consistent and adequate route coverage to support meal delivery efforts. Provide ongoing support and contact to program volunteers. Provide direct training and daily supervision to Nutrition Services volunteers, including scheduling of Meals-on-Wheels (hot, frozen, and grocery) volunteers. Ensure training maintains compliance with NC DAAS standards for volunteer training.

30% Maintain and support a comprehensive volunteer management process for Meals-on-Wheels volunteers which includes orientation, training, recognition, scheduling and ongoing support and communication as needed. Assess and communicate program's volunteer needs (including hot and frozen meal delivery and pick-up programs, grocery program, etc.) and develop/execute a variety of strategies to recruit and retain a talented pool of people to meet these needs.

10% Oversee and execute ongoing volunteer recognition and appreciation efforts in the Meals-on-Wheels program. Responsibilities may include planning activities for Volunteer Appreciation Week and Volunteer Reception; mailing "Thank you" letters to volunteers when ending service; promoting and maintaining goodwill/contact with volunteers – including the creation and distribution of a monthly volunteer newsletter and other ongoing communications.

10% Work with key staff to support and manage volunteer application, orientation, training and onboarding processes. Ensure appropriate data entry into SERVTracker and MOW Scheduler. Maintain monthly stats and reporting requirements, and ensure integrity of volunteer data in SERVTracker and MOW Scheduler.

SUPERVISORY RESPONSIBILITIES

Provide direct day-to-day supervision and coordination of Courier activities. Work closely with Meals-on-Wheels Operations Coordinator to handle volunteer delivery issues. Supervision of volunteers for Meals-on-Wheels program.

AUTHORITY/ACCOUNTABILITY

Responsible for maintaining the confidentiality of volunteer information and ensuring proper training and support are given to Meals-on-Wheels volunteers. For Meals-on-Wheels program, has delegated responsibility to insure all meals are delivered, the majority done so by volunteers, while maintaining the confidentiality and safety of the participants in the MOW program. Delivers meals if necessary. Responsible for compliance with NCDAAS standards for volunteer training.

PROBLEM SOLVING

Solve problems relating to scheduling, training, recruiting and retaining volunteers. Resolves safety and confidentiality concerns.