



## **Helena Food Share Position Description: Volunteer and Food Drive Coordinator**

**Our Mission:** Helena Food Share serves our neighbors in need by providing food in a respectful and dignified way and by working with others to eliminate hunger in the greater Helena area.

**Our Food Sharing Philosophy:** We believe no one should go hungry. We believe access to food is a basic human right. We believe nutritious food is a building block for healthy communities. We believe in the spirit of human kindness. We believe that working together we accomplish more. We believe every gift is significant. We believe by sharing food, we share hope.

**Hours/Compensation:** 40 hours/wk, \$16.00 to 18.00/hr, depending on experience

**Summary:** The *Volunteer and Food Drive Coordinator (VFDC)* is a key member of the Helena Food Share Program and Operations team. This position is responsible for recruiting, scheduling, and cultivating volunteers for all HFS programs; coordinating community and grocery store food drives; and cultivating community engagement through group volunteer opportunities. This position reports to the *Program Manager*, but also works closely with the *Operations Manager* in scheduling volunteers for our main food assistance program, Grocery Share.

**Volunteer Coordination:** The *VFDC* is responsible for recruiting and scheduling volunteers to fill volunteer positions for all HFS programs and development needs. Further, this position works with the Program and Operations Managers to ensure volunteers receive adequate training to perform their tasks and to understand and carry out HFS's culture. The *VFDC* oversees the volunteer experience to ensure all volunteers are treated with dignity, respect, and appreciation. The *VFDC* plays a critical role in setting the tone for the Grocery Share program--prioritizing customer care and ensuring meaningful volunteer work. This position is responsible for building long-term relationships with volunteers and placing volunteers into positions that match their skill sets, aptitudes, and preferences, while prioritizing customer service to those who are utilizing our programs and services. HFS is proud to be a place of opportunity for both the people we serve as well as for those who are donating their time to serve others.

**Group Coordination and Volunteer Engagement:** The *VFDC* is responsible for scheduling and working alongside of groups, using the shift as an opportunity to educate community members on hunger, the need for food assistance, HFS programs, partnerships, and organization culture. The *VFDC* ensures that every volunteer, and volunteer group, leaves their shift feeling valued and committed to the mission.

**Food Drive Coordination:** The *VFDC* is responsible for coordinating all food drives: community organized, grocery store hosted, and large, collaborative events such as *Symphony Under the Stars*. They work closely with Operations staff in scheduling pick-ups, drop-offs, and recording accurate food weights. The *VFDC* is responsible for communicating community food drive efforts to program and development staff.

### **Primary Responsibilities:**

**Coordinate aspects of the volunteer program including recruitment, training, scheduling, retention, recognition, and tracking. Coordinate food drives and improve food donor appreciation. Develop relationships with community members invested in HFS.**

- Models behavior that treats all with dignity and respect, and leads customer and volunteer care efforts.
- Works with the Program Manager to establish yearly goals, including volunteer recognition and retention plans and an annual evaluation of the volunteer program.
- Works with staff to establish volunteer needs for specific programs, distributions, events, and other needs.
- Updates volunteer contact information and works with Program Manager on a Volunteer Newsletter and other communications.
- Utilizes volunteer management software to track service hours, schedule individuals and groups for shifts and utilizes tools such as online sign ups, group emails, texting alerts, etc.
- Conducts interviews, orientations, and trainings for individual volunteers and community groups.
- Engages community groups to build relationships to encourage continued, long-term support.
- Tracks volunteer hours, prepares a monthly report, and updates staff on community involvement.
- Works closely with the Program Manager on volunteer issues, concerns, and recommendations.
- Coordinates food drives including food movement logistics, volunteer and staffing needs, tracking, reporting, and communications to full staff.
- Works with development staff and Operations Manager to ensure volunteer contact information and food drive weights are recorded, and provides admin support for mailing acknowledgement letters regularly.
- Prepares a monthly (weekly during the holidays) food drive memo for staff.
- Works with Communications Director to appreciate volunteers and food driver donors through social media, newsletter highlights, and communication and media pieces.

## **ALL OTHER DUTIES AS ASSIGNED**

### **Minimum Knowledge, Skills and Abilities**

- Must have a firm commitment to the vision and mission of Helena Food Share.
- Must be organized, flexible, and able to make quick decisions.
- Must be able to stay calm and professional, responding articulately, firmly, and kindly under pressure.
- Must have superior communication and interpersonal skills to effectively interact with volunteers, customers, and the wider community to ensure all are valued, welcomed, and appreciated.
- Must be skilled in developing approaches to handle sensitive issues with compassion and confidentiality.
- Must be willing to work occasional evenings and weekends as needed for food drive support and to staff group volunteer shifts.
- Must have professional office skills including proficiency using and the ability to learn online software, Microsoft programs, phone systems, etc.
- Must possess the organizational and managerial skills to schedule and manage a large and growing group of volunteers.
- Must be able to lift, carry and/or push/pull 50 lbs. repeatedly.

### **Minimum Education, Experience and Licensing Requirements**

- Post-secondary degree desired or equivalent combination of education and experience.
- Supervisory or management experience and/or experience working with or coordinating volunteers.
- Experience in human service work is preferred, specifically working with people in crisis or poverty.
- Valid Montana driver's license.
- Successful completion of criminal background and motor vehicle record checks prior to employment

### **Application**

Submit electronically a cover letter, resume, and three professional references to [hiring@helenafoodshare.org](mailto: hiring@helenafoodshare.org).

Open until filled. Application reviews will begin **April 30**.

Please direct any questions to Jami at 406-443-3663 ext. 106.