



## Helena Food Share Position Announcement

**Position:** Volunteer Manager

**Hours:** 40 hours per week, Monday – Friday  
Flexible scheduling or overtime hours are sometimes required for evening or weekend work.

**Compensation:** \$26.00 to \$30.00 per hour DOE. This is a non-exempt position.

**Supervision:** This position will report to the Program Director.

### **Summary:**

Helena Food Share has provided emergency and supplemental food assistance to those in the greater Helena area since 1987. Our mission is to serve 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. We pursue this mission while working toward our vision of creating a hunger-free community.

The Volunteer Manager 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 and cultivating community engagement through group volunteer opportunities. This position reports to the Program Director, but also works closely with the Operations Manager and Kitchen Manager in scheduling volunteers for our main food assistance program, Grocery Share.

### **Responsibilities:**

#### **Volunteer Coordination:**

- Oversee the volunteer experience for approximately 200 regular volunteers weekly and 30 to 40 group volunteer activities yearly.
- Treat volunteers with dignity, respect, and appreciation, and foster this culture within Helena Food Share.
- Ensure volunteers receive adequate training to perform their tasks.
- Ensure the Helena Food Share philosophy and culture are integrated into all volunteer training and communications, fostering a positive and unified community.
- Work with the Program Director to establish volunteer recognition and retention plans and an annual evaluation of the volunteer program.
- Work with staff to establish volunteer needs for specific programs, distributions, events, and other needs.
- Maintain up-to-date volunteer contact information.
- Lead annual Volunteer events.
- Utilize volunteer management software to track service hours, and schedule individuals and groups for shifts.
- Conduct interviews, orientations, & trainings for individual volunteers & community groups.
- Track volunteer hours, prepare reports, and update staff on community involvement.
- Work with the Communications Director to share appreciation of volunteers in social media posts, newsletter highlights, and media stories.
- Collaborate with the Development team to coordinate volunteer engagement in support of fundraising events, donor stewardship, and community outreach efforts.

**Volunteer Recruitment:**

- Attend volunteer recruitment events as assigned.
- Recruit and schedule volunteers to fill volunteer positions for all HFS programs and development needs.
- Provide education to volunteers on hunger, the need for food assistance, Helena Food Share programs, partnerships, and organization culture.
- Engage community groups to foster relationships that encourage ongoing, long-term support.
- Collaborate with the Communications Director to produce and update volunteer recruitment materials, both printed and electronic.
- Update volunteer applications and policy manuals.
- Conduct background checks on potential volunteers, maintaining confidentiality and professionalism.

**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 to support group activities
- Must have professional office skills, including proficiency in using online database 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

**Work Environment:**

HFS' culture is one of inclusion and support. The focus is on providing food programs with dignity and respect while ensuring donor support is honored and utilized efficiently.

Helena Food Share's work environment is made up of an office, warehouse, and retail environment; and the characteristics described here are representative of those an employee may expect to encounter while performing the essential functions of this job. This section is not an all-encompassing, but rather what one might come to expect on a regular basis.

With reasonable accommodation, this position requires the manual dexterity to sufficiently operate phones, computers, and other office equipment. This person must be able to communicate clearly

and accurately to convey information using the English language, both verbally and in writing. The ability to hear and comprehend dialogue spoken at appropriate “dinner-table conversation” levels, and visual acuity capable of drafting, editing, reviewing, and/or comprehending materials drafted in a standard typeface size ten font or above required. Must be capable of sitting and standing for extended periods of time, as well as be able to intermittently push, pull, or lift 50+lbs.

Occasional exposure to adverse working conditions, including the performance of work in cramped and/or awkward positions, and exposure to safety hazards, loud noise, traffic, and inclement weather conditions is possible.

**Schedule:** This is a non-exempt, hourly position with a standard 40-hour work week, Monday-Friday, typically between the hours of 8:00 a.m. and 4:00 p.m. Occasional weekends or evenings may be required.

**Salary and Benefits:** The salary range for this position is \$26.00 to \$30.00 per hour, depending on experience. Compensation also includes paid holidays, annual leave, sick leave, and health insurance premium payments to an employer-sponsored health insurance plan.

**Equal Opportunity Employer Statement:**

The HFS Board and Executive Director will not discriminate against any applicant, candidate or employee in a manner that violates the law. HFS is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation or any other characteristics protected under state and federal law. Each person is evaluated on the basis of skill and merit. HFS policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, training, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, and termination.

**Application Instructions:**

A complete application must include a cover letter, resume, and three professional references submitted electronically to [hiring@helenafoodshare.org](mailto:hiring@helenafoodshare.org). Direct any questions to Regan Wilde at 406-443-3663 ext 105. The position is open until filled; applications reviewed on an ongoing basis.

Please address the following questions in your cover letter:

- How do your skills and experience qualify you for the specific areas of responsibility in this role?
- Below are Helena Food Share's philosophy statements. Please share how these statements resonate with you and why.
  - o We believe no one should go hungry.
  - o We believe access to food is a basic human right.
  - o We believe nutritious food is a building block for healthy communities.
  - o We believe in handling food respectfully and eliminating food waste.

- We believe in the spirit of human kindness.
- We believe that by working together, we accomplish more.
- We believe every gift is significant.
- We believe by sharing food, we share hope.