THE FoodBank OF WATERLOO REGION

Employment Opportunity

The Food Bank of Waterloo Region is part of a Food Assistance Network made up of over 100 emergency food programs. Our role is to acquire food and distribute it to agency programs in Waterloo Region for the people who need help. Last year The Food Bank acquired more than 5 million pounds of fresh, frozen and non-perishable food that was distributed to more than 30,000 people through agency food programs such as food hampers, community meals, and shelter programs. We work with our community, corporate partners, the Ontario Association of Food Banks (OAFB) and Food Banks Canada to manage food industry trends and acquire the needed food so our member agencies can continue their essential work.

As our community grows, so does the need for food assistance resulting in new programs and changing organizational priorities to diversify our operations to meet these needs. As a result, The Food Bank of Waterloo Region requires the support of staff and volunteers with specific skill sets and expertise to help us achieve our goals.

We have an immediate opening for the following position:

Manager of Volunteer Resources

Purpose

Volunteers play an essential role in the operations of the organization and ensure that there are adequate human resources to complete the work required to achieve the goals set out in the Strategic Plan.

Working closely with The Food Bank staff team, the Manager of Volunteer Resources will coordinate recruitment, training (where appropriate) and management of volunteers to meet operational, administrative and event needs while using available systems to track and report on volunteerism. Measuring volunteer engagement will be key to ensuring the team is committed and connected to The Food Bank of Waterloo Region and retention levels are strong. Ongoing communication with the team will be critical to leveraging opportunities to improve on existing processes and role accountabilities.

Responsibilities

- Identify all administrative, special event and general staff needs which can be supported through volunteerism
- Develop volunteer needs and risk assessment tools and new volunteer job descriptions for next steps in the recruitment process
- Create postings for all volunteer roles and conduct information sessions
- Coordinate all incoming volunteer applications, conduct pre-screening, schedule and conduct interviews
- Develop and implement onboarding for all volunteers as it relates to Food Bank orientation, job activities, health and safety and training on the Volunteer Management System (VMS)
- Schedule all special event volunteers ensuring adequate support is in place
- Ensure all volunteers are actively and accurately tracking hours in VMS as it relates to their accountabilities
- Assess and implement solutions, where appropriate, to VMS to support increased efficiencies

- Ensure data from VMS is received by the Donor Relations Coordinator for import into Raiser's Edge
- Lead volunteer teams to ensure volunteer accountabilities are effectively executed as planned
- Help plan and participate in regular staff and volunteer meetings
- Participate as key member of special event project teams
- With support from Marketing and Communications staff, create and distribute communications to all volunteers through multiple communication channels
- Conduct or support staff team leads with volunteer performance reviews
- Oversee volunteer appreciation efforts ensuring consistency across organization
- Develop succession planning for volunteer roles (where appropriate) that includes cross-training, back-up resources with multi discipline experience and development of volunteer career path
- Review and act on both customer service satisfaction results (donors; agencies; groups) and staff/volunteer feedback to refine volunteer activities and job descriptions in support of a positive experience
- Conduct an annual volunteer survey followed by bi-annual volunteer information sessions for all volunteer roles to share survey results, collect feedback, discuss action steps and review health and safety
- Support data analytics and reporting associated to VMS
- Support the completion of yearly volunteer forecasting leveraging lessons learned and budget needs
- Develop and implement an annual volunteer recruitment strategy which includes investigating new recruitment opportunities leveraging marketing and communications to reach out to the community.

Key Attributes

- Professional approach
- Strong communication skills, both written and verbal
- Ability to connect with people and build and maintain relationships
- Ability to effectively provide support to volunteers
- Thrive in a fast paced changing environment
- Ability to create a positive environment for volunteers with varying backgrounds and skill levels
- Effective delegation skills
- Attention to detail
- Aptitude with systems and technology.

Education, Experience and other Qualifications

- Post-secondary education or equivalent work experience
- 2-5 years previous experience in recruiting, leading, working with and supporting volunteers or staff teams
- Project management experience an asset
- Experience working in Raiser's Edge is an asset
- MS Office experience (Word, Excel, Power Point, Outlook)
- Ability to create and interpret reports (focused on KPIs, basic trending and forecasting)
- Experience implementing and launching software solutions an asset
- Driver's license
- First aid training an asset.

Time Requirements

The Food Bank's regular office hours are Monday – Friday 8:30am – 4:30pm.

It is expected that all team members will be prepared to work flexible and sometimes irregular hours to ensure that the objectives of the organization and our commitments to volunteers, members and the community are being met.

The Food Bank of Waterloo Region provides employees with a flexible and progressive benefit package which accommodates for hours worked above and beyond and strives to address the personal time needs of each employee.

To apply please forward your resume and cover letter indicating salary expectations no later than Friday, June 2nd, 2017 to:

Human Resources - The Food Bank of Waterloo Region
50 Alpine Court, Kitchener, ON N2E 2M7
Fax: (519) 743-8965 hr@thefoodbank.ca

No telephone calls, please.
Only those candidates selected for interviews will be contacted.