



University District Food Bank

5017 Roosevelt Way NE, Seattle, WA 98105 | 206-523-7060 | www.udistrictfoodbank.org

Volunteers are the lifeblood of our organization. During times of COVID, this is even more so the case. Each week, approximately 600 volunteers help to support our programs either directly in our space or at our satellite pantries, making home deliveries, cultivating our farm, or collecting food donations from our partner stores.

Position Description

The Volunteer Manager will report directly to the Executive Director but work closely with other program staff to ensure that our food bank programming, and as a result our food bank community, remains well supported by volunteers who arrive prepared to serve.

The Volunteer Manager will be the staff person primarily responsible for the recruitment, selection, onboarding, communication with, support, and training of our volunteers serving the food bank programs and our events. On a day-to-day basis, communicating and scheduling with our existing volunteer community is some of the most important and time-consuming activities for this position.

The Volunteer Manager will work closely with program staff to ensure that volunteers are used effectively in their varied roles. While some job materials and practices exist today, some will need to be developed or improved. This position will help us develop and refine volunteer policies to ensure that volunteers serve safely. Further, the Volunteer Manager will work with staff to develop and implement a training/education program that delivers new skills and integrates anti-racist practices more deeply in our community. Finally, the Volunteer Manager will be responsible for implementing and maintaining a volunteer management database that enhances the volunteer experience, provides for mass and targeted communication, simplifies scheduling, and improves data collection/reporting. As an important member of our team, you will represent our organizational values using clear, friendly, and respectful communication.

Responsibilities & Tasks

- Promote engagement through regular communication with our volunteer community
- Recruit and onboard new volunteers
- Work in partnership with program staff to deliver a volunteer orientation program, for new and current volunteers, on a regular basis
- Work collaboratively with other staff to identify specific volunteer needs
- Maintain an accurate weekly schedule and work to fill staffing gaps
- Respond to individual and group volunteer inquiries in a timely and responsive manner
- Check-in with volunteers as needed and meet with them when issues/situations occur that need to be addressed
- Maintain accurate volunteer records and ensure volunteers track their service days and hours appropriately
- Promote and advertise volunteer opportunities through appropriate channels and partners

- Host volunteer recruitment events or represent the food bank at community wide events
- Collaborate with program staff to develop and manage the annual volunteer education/training schedule to include topics related to conflict de-escalation, microaggressions, race equity, food safety, first aid, and others
- Manage and organize volunteer appreciation and recognition activities/events
- Learn about food bank policies and practices to ensure accuracy in the work
- Implement and manage a web-based volunteer management system to facilitate enhanced communication, scheduling, and service tracking

Required Qualifications

- A passion for our mission to build a hunger free Northeast Seattle
- Minimum of two years of experience coordinating volunteers for a nonprofit, preferably one working in human services or food security
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with varying abilities, sexual orientations, and of all ages.
- Ability to work collaboratively with staff and volunteers
- Ability to work effectively in a dynamic environment with minimal supervision
- Organized and detail oriented
- Ability to communicate effectively, verbally and in writing, to a variety of audiences
- Comfort speaking publicly in front of small or large audiences and tabling at community events
- Experience facilitating or leading trainings, orientations, or workshops
- Patience
- Proficient in Microsoft Office applications, especially Outlook, Word, and Excel
- Must pass a WA State background check
- Commitment to undoing institutionalized racism and building cultural competence

Desired Qualifications

- Experience using a web-based volunteer management system
- Ability to speak a language other than English including ASL, Spanish, Russian, Vietnamese, or Chinese
- Conflict de-escalation and non-violent communication skills
- Bachelor's degree or equivalent
- Valid food handler's permit or ability to get one within 30 days of hire
- Valid WA State driver's license

Hours and Compensation

This will be a full time, 40 hour per week, salary exempt position paying \$22-\$25 per hour depending upon skills and experience. While the majority of the work can be done during traditional working hours, 9am – 5pm, there is flexibility in this position to support modified work schedules and some remote work. An exact schedule will be mutually agreed to with the Executive Director. Some evening and weekend work will be required. Benefits include medical

and dental insurance, long-term disability, annual retirement contribution, and paid sick and vacation leave.

About University District Food Bank

University District Food Bank is a 501(c)(3) non-profit dedicated to improving our local food system and building a hunger free Northeast Seattle. We operate several food focused programs including a walk-up food pantry, a home delivery program, two satellite pantries, and a weekend backpack program called Packs For Kids. Our walk-up pantry is available Monday through Friday and has been significantly redesigned because of the current public health precautions needed for COVID. Customers may visit once a week to receive about three days of healthy food to meet their specific nutritional needs and dietary preferences. Home delivery operates weekly to support customers in our community unable to come on-site and shop for their own groceries. Packs for Kids is a year-round program to provide school aged kids with easy access to meals and snacks to help out when school or summer meals are unavailable. Satellite pantries have supported neighborhoods and populations that are challenged to access the food bank directly, struggle with food security, but don't easily fit the requirements for our Home Delivery program. Finally, Rooftop Roots is a 2,000 square foot urban farm located on our building roof that provides fruits, vegetables, and herbs for food bank customers. Learn more about our work at www.udistrictfoodbank.org or through our various social media platforms.

HOW TO APPLY

To apply, please email your cover letter and resume to apply@udistrictfoodbank.org with Volunteer Manager in the subject line. We will confirm receipt by reply email. You may also mail your cover letter and resume to University District Food Bank at 5017 Roosevelt Way NE, Seattle WA 98105. Mark it Attn: Volunteer Manager Search to ensure that it is handled appropriately. **The deadline for priority consideration is end of day Sunday, August 15, 2021** although the job will remain open until filled. Application by email is preferred.

The University District Food Bank is committed to building a diverse and equitable team. We are an equal opportunity employer, and consider all candidates for employment regardless of race, color, religion, sex, national origin, age, disability, marital status, military or veteran's status (including protected veterans), sexual orientation, gender identity, or other protected class. Current food bank customers, people of color, women, and LGBTQ identified individuals are strongly encouraged to apply.