



*We mobilize our community to ensure access to real, healthy food.*

The Chester County Food Bank (CCFB) was formed in 2009 to address the escalating hunger problem in the county. Today, we are the central hunger relief organization serving more than 120 partner agencies in Chester County, PA. Through our network of food cupboards, hot meal sites, shelters and other social service organizations, we distribute over 2.5 million pounds to our neighbors with limited or uncertain access to food.

## Volunteer Coordinator

This position is responsible for the successful hands-on management of Chester County Food Bank's (CCFB) volunteer program, including recruitment, retention, supervision and recognition of volunteers to meet identified operational and special event needs. Successful employment at CCFB requires an understanding of community food security and passion for food justice and social change to contribute to the growth and evolution of the program.

### Duties and Responsibilities: Volunteer Program

1. Develop, implement, oversee and evaluate CCFB volunteer program.
  - a. Meet regularly with supervisor, warehouse and program staff to determine departmental needs for all food bank department activities.
  - b. Work with program staff to develop volunteer opportunities within the organization in response to departmental needs.
  - c. Ensure adequate volunteer involvement and support for such activities.
  - d. Provide timely and effective follow-up and service to all volunteer inquiries.
2. Create and implement strategies to recruit and place volunteers to meet both Food Bank and volunteer needs. In addition, provide tours of the facility to interested volunteers.
3. Initiate and maintain relationships with local organizations, companies, schools, interns and civic groups that volunteer or would like to volunteer with CCFB (Includes court ordered community service)
  - a. Represent and advocate for CCFB in the community and at the regional level
4. Work with Development and Marketing staff to promote the Food Bank and its volunteer needs in all possible venues including participation in Volunteer Fairs, conducting presentations to community/corporate groups, print, broadcast, web and social media.
5. Responsible for the creation and implementation of an orientation process for all new volunteers, including the provision of information about CCFB's mission and goals, safety regulations and specific volunteer jobs.
  - a. Develop and maintain position descriptions for all volunteer opportunities, reviewing and updating descriptions as needed.
  - b. Train appropriate program staff regarding volunteer orientation ensuring clear communication regarding mission and tasks for the day.
6. Document processes and complete necessary paperwork for volunteers.
7. Update and maintain volunteer database (Volunteer Hub). Track volunteer activities and hours, create and generate volunteer reports.
  - a. Research opportunities to increase functionality within Volunteer Hub
8. Develop and implement volunteer appreciation and recognition, both within the Food Bank and seeking opportunities to nominate volunteers for community recognition.
  - a. Create and implement annual volunteer recognition event.

9. Oversee and communicate the volunteer schedule to all Food Bank staff
10. Track and resolve problems promptly and effectively.
11. Develop and implement volunteer program evaluation.
12. Appropriately communicate, along with the marketing manager, with and recognize the efforts of volunteers through a volunteer newsletter, appreciation, recognition events, thank you notes, etc.
13. Promotes all volunteer activities enthusiastically and emphasizes the importance of each to the Food Bank's success.
14. Ensure completion and filing of accident and/or incident reports for volunteers and responds appropriately.
15. Assist staff, as necessary, with the management of volunteers and preparation of space in advance and maintenance during volunteer activity.

### Skills and Education

1. Bachelor's Degree or equivalent combination of education and experience
2. Strong skills in leadership, problem solving and time management.
3. Ability to coordinate well with other staff and team members.
4. Strong oral and written communication skills.
5. Ability to attend night/weekend meetings and travel.
6. Knowledge of the community, systems, evaluation and program management.
7. Able to meet deadlines in a timely fashion with attention to detail.
8. Possess excellent interpersonal skills in a diverse environment.
9. Able to think creatively and strategically.
10. Knowledge of Microsoft Office.
11. Possess a valid Pennsylvania Driver's License.
12. Ability to operate warehouse equipment including trucks, forklifts, pallet jacks, etc (will train and certify)

These statements are intended to describe the general nature and levels of work to be performed and are not intended to be an all-inclusive list of responsibilities and duties.

### TO APPLY

Submit resume and cover letter to [jobs@chestercountyfoodbank.org](mailto:jobs@chestercountyfoodbank.org)