

Position Title:	<b>Hunger Prevention Services Manager</b>	Department:	<b>Hunger Prevention Services</b>
Reports to:	<b>Sr. Director of Hunger Prevention Services</b>	Classification	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Date:	<b>06/03/2016</b>	Supervises:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

The primary focus of this position is the Volunteer Engagement aspect within the Hunger Prevention Services Team. This position will work as a close knit partner to the Operations and Development/Outreach aspects of all food banks within the Hunger Prevention Services program. This position will further enhance Volunteers of America Western Washington's Hunger Prevention Services mission to provide an integrated approach to safe and excellent food service through community engagement and the power of the volunteer experience.

### 1. Volunteer Engagement (50%)

- Focus on Volunteer Engagement within the Hunger Prevention program while maintaining a close & effective partnership with Operations and Development and Outreach Aspect of each food bank. The Volunteer Engagement focus will include:
  - Recruit, train, schedule, retain, and empower volunteers to manage the day-to-day functions of the Hunger Prevention Services program
  - Organize & lead group volunteers to assist with food bank projects and/or community events
  - Ensure all volunteers maintain and present the highest level of professionalism at all times
  - Provide leadership and clear vision in order to support the empowerment and growth of others
  - Reach monthly Key Performance Indicator goals for the entire Hunger Prevention Team
  - Create and manage volunteer's teams that will perform all duties of the home delivery program.
  - Create volunteer teams that will be essential to the success of the Hunger Prevention program. To include, but not limited to:
    - Home Delivery
    - Grocery Rescue Drivers
    - Spirit Committee
    - Food Advisory Committee
    - Orientation and Welcoming Committee
  - Develop and implement new volunteer appreciation strategies and activities that are offered throughout the year which will enhance the volunteer experience

Assist in reaching Key Performance Indicator goals for the Entire Hunger Prevention Team.2.

### **Operations (25%)**

- In cooperation and partnership with Operations:
  - Ensure high standards of service and delivery in a positive and respectful atmosphere to food bank recipients
  - Adhere to proper & safe food handling/storage best practices
  - Maintain a working knowledge of the budget
  - Oversee the distribution of food and volunteers at all food bank sites
  - Understand the logistical functions of each food bank and it's needs
  - Knowledgeable in reporting, documentation, and admin aspect of Hunger Prevention
  - Assist in reaching Key Performance Indicator goals for the Entire Hunger Prevention Team.
  - Keep current on changes in the industry and awareness of trends

### **3. Development and Outreach (25%)**

- In cooperation and partnership with Development and Outreach:
  - Develop and maintain ongoing relationships with major donors
  - Secure financial and in-kind donations from individuals, businesses, and neighborhood community members/groups
  - Ensure messaging, service, and branding is consistent with agency's mission and goals
  - Be a key external face of VOAWW food bank services in the local community
  - Participate in the organization and execution of special events
  - Assist in reaching Key Performance Indicator goals for the Entire Hunger Prevention Team.
  - Demonstrated ability to grow new programs, resources, volunteers and funds
  - Ability to travel and become a presence in all communities needed to support the VOAWW Hunger Prevention Program.

### **4. Other Duties as Assigned**

- Support the agency's mission through assisting or leading special projects. Perform other duties as assigned.

### **Required Knowledge, Skills and Abilities**

- Contribute to and support a positive, team-oriented work environment.
- Maintain effective organizational and interpersonal skills including written and verbal communication skills.
- Have a thorough knowledge of MS Excel & Word and be computer-savvy with electronic documentation processes.

- Be able to identify and resolve problems in a timely manner, gather, and analyze information skillfully.
- Resolve conflict and be able to identify potential conflict amongst others or those being cause by oneself.
- Demonstrate a focus on quality by being accurate and thorough; look for ways to improve processes and deliverables.
- Understand the big picture and be able to visualize solutions & implementation strategies.
- Accept responsibility for one's own actions and follow through on commitments.
- Take initiative and independent action; asks questions wisely and as necessary.
- Be committed to the agency's mission and objectives.
- Have a curious nature and need to learn and encourage learning in others.

### **Additional Qualifications**

- BA or equivalent years experience in a related field and/or a transferrable job experience
- Minimum of 2 years experience of effective team building & supervision of volunteers
- Knowledge of community and state resources
- Local travel and ability to support and work frequently at multiple locations
- Ability to arrange for flexible schedule (will include some evenings & weekends)
- Have reliable transportation
- Able to pass background check to allow for working with vulnerable adults/seniors and children
- Must possess the ability to be flexible and adaptable to a changing environment and working with a diverse population

### **Physical Demands & Working Conditions**

The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

1. While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor.
2. Must be able to effectively communicate with co-workers and clients.
3. Must be able to reach above head and perform repetitive movements.
4. Must be able to drive or have reliable transportation for off-site meetings and events.
5. Must be able to drive fleet vehicles once trained.
6. Must be able to use warehouse equipment such as pallet jack and forklift once trained.
7. Must be able to lift items up to 50 lbs. consistent with assistance.

If you wish to apply for this position, please send a cover letter and resume to:  
**recruiter@voaww.org**

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*