



TITLE: Volunteer Coordinator
DEPARTMENT: Development
REPORTS TO: Director of Development

DATE: 5/10/2021

About the Redwood Empire Food Bank:

Finding a great place to contribute your talent is a challenge so we thought we would share a bit about the Redwood Empire Food Bank, and why we choose to work here.

Every day, a group of talented, passionate, kind, hard-working people come together with one goal in mind—to improve our world. Specifically, we want to be sure that people in need of food receive help. We're working to *End Hunger in Our Community*. The challenge before us is enormous. We provide food to over 100,000 people throughout the year (1 in 6 people!). We consider our efforts to be noble, and the fight just. We have a strong set of Core Values developed by and for our team: Cooperation, Bring the Joy, Civility, Innovation, Curiosity, and Seek Excellence to support our mission.

Now you know about us. We're excited to find out if you're the right one to join us in this most important work.

Position Summary: The Volunteer Coordinator creates, builds and promotes working partnerships with individuals, community groups, nonprofit agencies, faith-based organizations, senior centers, housing developments and the community at large in order to recruit volunteers for 100s of Redwood Empire Food Bank food distributions. The Volunteer Coordinator provides oversight and ensures safety protocols are being followed at all sites. Volunteers are the backbone of the Redwood Empire Food Bank, there is no way we can do this important work without them.

Major Responsibilities and Essential Functions:

- Cultivate and maintain relationships with individuals, community organizations, churches, and anyone interested in volunteering at community food distributions
- Provide an excellent level of customer service to our existing volunteers
- Ensure all safety protocols are communicated, followed and maintained
- Provide weekly safety reports to our Operations team
- Be an active member of our internal safety committee
- Enter volunteers into and maintain our volunteer tracking database, Volunteer Hub
- Post volunteer opportunities in Volunteer Hub on a regular basis
- Train volunteers on best practices regarding customer service and creating a welcoming environment for staff, volunteers and participants
- Train volunteers on all areas of the Redwood Empire Food Bank programs where they are donating their time and can share with others

- Identify businesses and community based organizations to recruit volunteers
- Be creative with “out of the box” recruitment efforts
- Crosstrain volunteers so they are able to support our volunteer needs in other areas of the Redwood Empire Food bank.

Skills and Qualifications:

- Bilingual in Spanish and English
- Creative, energetic and well-organized person with strong interpersonal skills
- Ability to work and interact well with individuals from a variety of socioeconomic backgrounds in a culturally diverse environment
- Ability to process data with a high level of accuracy
- Excellent oral and written communication skills
- Ability to work with a diversified community, to work cooperatively and with flexibility
- Ability to take the initiative, coordinate with others and follow through in a timely fashion
- Excellent organizational skills to effectively and efficiently plan and execute a wide variety of tasks and manage people
- Ability to speak effectively and comfortably in public and present on issues relating to food insecurity and the mission of the Redwood Empire Food Bank
- Computer literacy with experience in Microsoft Word and Google Suite
- Must have reliable automobile; traveling on the job as necessary
- Must have valid California Driver’s License
- Availability to work occasional Saturdays

Working Conditions and Physical Demands:

- Ability to lift 30 lbs.
- walking, ability to climb stairs
- Use hands to type, handle, and feel, reach with hands and arms above and below shoulder height
- Sit, crouch and bend down at the waist
- Specific vision required: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- Ability to sit and drive a vehicle for up to 90 minutes
- Ability to work at a computer station 3-4 hours per day
- Ability to work in varying weather conditions

Shared Collective Responsibilities:

With a goal of creating a cohesive working community, all staff are required to treat one another respectfully and operate with our Core Values as their operating principles. Consider the following:

- Create a safe space to allow and invite truth telling to occur
- Act with honesty, trust and transparency and deliver on my commitments
- Be present for the people who work in front of me today
- Maintain an open mind and be open to different points of view
- Consistently seek to do better and offer my best self
- Practice empathy and understanding with all people

- Learn from failure, mine and others

Please send a cover letter sharing why you feel that you would be the best person for this job as well as your resume to lcannon@refb.org.