

Food For Thought



healing with  
food+love

## JOB DESCRIPTION

Position: Volunteer Program Manager

Reports to: Director of Community

Engagement

Status: Non Exempt

Compensation: \$23 - \$27 hour

**Organization Description:** Food For Thought (FFT) is a nonprofit organization that provides comprehensive nutrition services to people in Sonoma County affected by serious medical conditions. Our services include weekly groceries, vitamins and supplements, and nutrition education. We are located in Forestville in a beautiful building surrounded by organic gardens. The values of community, healing, excellence, and kindness are deeply ingrained in the culture of the agency, which seeks to provide both food and love to our clients. We are committed to creating and maintaining a workplace that promotes diversity, equity, and inclusion. We pride ourselves on an atmosphere with comradery and collaboration. This position is an exciting opportunity to contribute to a growing, thriving agency in a time of creative expansion and change.

**Position Summary:** This position will be part of a three-person community engagement department. Reporting to the Director of Community Engagement, the Volunteer Program Manager is responsible for overseeing the organization's volunteer program, which includes about 700 active volunteers, including recruitment, onboarding, scheduling, and ongoing recognition and retention strategies. The Volunteer Program Manager will work collaboratively across departments to ensure appropriate volunteer staffing.

### **Responsibilities:**

- Work with staff in our operations, client services, and development departments to develop volunteer roles and recruit volunteer accordingly.
- Develop volunteer role descriptions
- Maintain volunteer data and manage our volunteer database, including tracking volunteer contact information, hours worked, and any other qualifications for volunteer roles
- Work with the Director of Community Engagement and Food Drive & Volunteer Coordinator to conduct targeted community outreach to expand our volunteer base
- Onboard new volunteers by sharing the agency's mission, vision, and values
- Organize opportunities to recognize our volunteers, including overseeing our annual volunteer appreciation party
- Schedule onsite and virtual volunteers, including volunteers working in the food bank, delivery driving, helping with administrative tasks, and working at various fundraising events throughout the year

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- Provide excellent customer service to all our volunteers
- Act as an advocate for volunteer concerns
- Prepare reports on volunteer activities as needed

**Qualifications, Abilities, and Skills:**

- Excitement about Food For Thought's mission
- At least 3 years of relevant experience
- Excellent verbal and written communication skills
- Overall computer literacy (Gmail, Microsoft Office, and experience maintain volunteer or client data in a database)
- Excellent organization and time-management skills
- Expertise in volunteer management best practices
- Ability to work collaboratively and across departments
- Bilingual (English/Spanish), not required but highly desirable

**Job Status:**

Food For Thought is an equal opportunity employer that prioritizes diversity, equity and inclusion of all staff, volunteers and community partners

To apply: Please email a resume and cover letter to [jobs@FFTfoodbank.org](mailto:jobs@FFTfoodbank.org).