

5-16-19 Volunteer Engagement Supervisor, Food Forward, North Hollywood, 6-30-19 deadline

Job Title

Volunteer Engagement Supervisor

Start Date: July 22, 2019

Hours: Full-time, 40 hours a week with occasional evening and weekend hours

Agency

Food Forward

Location

7412 Fulton Ave #3, North Hollywood, CA 91605

Pay Rate

\$19.75 to \$21.75

ORGANIZATION OVERVIEW

Food Forward, a 501 (c)(3) non-profit organization, fights hunger and prevents food waste by rescuing fresh surplus produce, connecting this abundance with people in need and inspiring others to do the same. Our produce is predominantly recovered in Los Angeles and Ventura Counties but reaches those in need in eight Southern California counties via distribution by hundreds of hunger relief agencies across virtually all social service sectors: homeless outreach, domestic violence shelters, street youth homes, veteran services, LGBT teen/adult/senior services, after-school programs, the mentally disabled, low-income college programs, and many more. With the volunteer-power of over 10,000 registered volunteers and a modest staff, we will help feed over 2 million Southern Californians in need this year alone.

POSITION DESCRIPTION

The Volunteer Engagement Supervisor will report to the Technology & Engagement Manager and the Outreach & Communications Director. S/he will be responsible for overseeing all volunteer outreach for approximately 200 volunteer-powered events per month, vetting inquiries from individuals and groups, communicating details to participants, and ensuring that Food Forward's events are fully staffed by volunteers. The ideal candidate is extremely organized, comfortable handling a substantial amount of correspondence, and, most importantly, passionate about engaging Food Forward's large and diverse volunteer community.

This person will also supervise the engagement and training of Food Forward's interns and office volunteers. He/she will be responsible for working with program staff to identify and recruit Event Leaders to lead our volunteer-powered produce recovery events, and will work in collaboration with the Outreach & Communications Coordinator to ensure all Food Forward volunteer events are at capacity. Growing and improving Food Forward's Volunteer Program is also a priority, as is volunteer retention, recognition, and tracking. There is also the opportunity to vision and plan for new volunteer engagement initiatives through the soon-to-be-opened Wholesale Depot.

CORE RESPONSIBILITIES

- Ensure all volunteer-powered events are at capacity and that participants receive information prior to and following an event

- Oversee volunteer recruitment efforts including but not limited to sending email blasts for specific events and posting opportunities on third-party sites
- Become a trained Event Leader for all programs in order to lead volunteers at Food Forward's produce recovery events as needed
- Create, sustain, and coordinate partnerships with groups, organizations, and institutions
- Manage weekly task planning with volunteer program staff, and monthly planning with other programs to meet priorities and objectives
- Work with program staff to identify, recruit, onboard and retain Event Leaders
- Implement tracking and metrics to gauge general volunteer, lead volunteer, group, intern, and office volunteer engagement
- Work with Volunteer Program staff to set annual goals and budget
- Oversee volunteer appreciation, including volunteer appreciation and engagement events, Volunteer of the Month blog posts, and the creation of incentive items
- Represent Food Forward at volunteer, community, and speaking events
- Recruit, hire, onboard, and supervise office volunteers and interns
- Actively learn new methods and skills to enhance volunteerism and the volunteer culture of Food Forward
- Promote volunteer retention and leadership by providing a positive, fulfilling, and inclusive volunteer experiences
- Serve as a subject matter expert for the Volunteer Program's use of Food Forward's custom database, CITRA
- Assist in the development of new program volunteer opportunities and event leader positions, especially in the growing Produce Pick-Up program & Produce Depot
- Support geographic and program expansion through outreach & community engagement

Required Skills

MINIMUM REQUIREMENTS

- 1-3 years of social justice, anti-hunger, or food system experience, preferably in a dynamic hands-on environment; Bachelor's degree a plus but not required.
- Experience working with volunteers and/or managing large numbers of people
- Strong people, communication, writing, and public speaking skills
- A passion for food justice and community building
- Skilled in networking and growing partnerships
- Comfortable working with large databases
- Experience with G Suite and Microsoft office, and ability to learn and use new softwares
- Ability to communicate with diverse communities across Southern California
- Fluency in Spanish is preferred
- Knowledge of Southern California Geography
- A valid driver's license
- Willingness to work on weekends or after hours
- Able to lift 40-60lbs

Desired Skills

Food Forward Core Values

- Creativity – We seek to innovate in all facets of our work.
- Joyfulness – We cultivate a meaningful, fun, positive and spirited work environment.

- Committed to Food Justice – We believe that access to wholesome food, and fresh nutritious produce, is not a privilege, but a right. We work hard to end food inequality and reduce food insecurity.
- Authenticity – We are transparent and honest in our words, deeds and actions. We act at the highest level of integrity.
- Disciplined – We are reliable, professional, accountable, rigorous and committed to excellence in all areas of our work, both internally and externally.
- Community-minded – We aim to include and connect people in the community, and to remain open, diverse, respectful, and accessible. We take pride in offering people meaningful volunteer and work experiences.

Sample Benefits currently include

- 100% Medical and Vision
- Simple IRA with 3% employer matching (after one year of employment)
- Generous PTO and paid holiday package, with additional sick days
- Cell phone allowance
- Telecommuting and work flexibility

Application Mode

- How to Apply: Send a cover letter in the body of an email including: where did you discover this listing; if you were a fruit or vegetable what would you be and why; and what can you bring to the Volunteer Engagement Supervisor position?
- Attach your resume as a PDF and send it to career@foodforward.org. The subject line should read, Volunteer Engagement Supervisor – (Your Name).
- No phone calls or in-person visits. Please follow these instructions to ensure that we process your application.
- Food Forward strongly encourages people of color, women, l/g/b/t/q individuals, and those with protected class backgrounds to apply.

Application Deadline

6/30/19

Contact for further information

career@foodforward.org