Meals on Wheels of Mercer County
Director of Volunteer Services
Position Description

The Director of Volunteers is responsible for the recruitment, retention and recognition of the MOWMC volunteer corps. This position is full time, salaried and reports directly to the CEO.

Recruitment:

- **Responsible for the recruiting of volunteers** in the broad community to deliver meals daily, to include individuals as well as groups and students; creates and/or modifies existing recruiting materials, makes presentations to various organizations (churches, corporations, colleges/universities, community events, civic groups, etc);

- **Researches and posts on multiple volunteer recruitment sites.** Sources and recruits volunteers using various recruiting techniques, seeking new locations and advertising opportunities to increase the number of MOWMC volunteers, both online and in person, and regularly updates all online volunteer postings.

- **Recruits for office and event volunteers opportunities** in addition to delivery volunteers. Prepares volunteer “job” descriptions’ and maintains descriptions and lists of office, delivery, special event, college, and group volunteers;

- **Assists with all Meals on Wheels publications:** writes periodic articles regarding volunteers/participants for agency newsletter with an eye on volunteer recruitment.

Retention:

- **Trains and manages all volunteers** on procedures and policies; scheduling first training run and assigning them to experienced volunteers; performing yearly evaluations of volunteer’s punctuality, attitude, reliability, etc., and maintaining files of same. Manages the virtual onboarding process including paperwork, needed documents, waivers and background checks. Gives them constructive feedback.
Ensure volunteers are satisfied by creating a health working environment, taking into consideration their periodic feedback through an annual survey.

- **Manages and schedules student volunteers and interns**, including the Bonner students as well as students from the various campuses we work with. Attends various student trainings and open houses to promote MOWMC volunteers opportunities. Acts as MOWMC liaison with various campus representatives.

- **Responsible for ensuring that all meal delivery routes are covered daily through MOW Scheduler or similar software.** Monitors self-scheduling daily, and contacts and schedules all substitutes when regular route volunteers are absent if needed; supervises and schedules courier(s), and/or other staff after all other possibilities have been exhausted, and may personally substitute for those routes that cannot be covered when necessary. Develops plans and procedures related to unexpected events or time of year that may impact the volunteers such as inclement weather and summer months.

- **Evaluates the need for ongoing training of volunteers.** Arranges for training when needed, and works with staff to prepare and deliver them. This includes special topics to enhance the general knowledge of the volunteers in their work with our participants.

- **Keeps all required records up to date and accurate.** Ensures that we have most current required documents in the files. Updates/purges contact list of all volunteers in the MOW Scheduler; tracks volunteer vacations/cancellations; ensures that all volunteers submit to background checks; maintains weekly/monthly/yearly records of volunteer hours; maintains records of special awards/recognition given to volunteer individuals and groups.

- **Leads, convenes, and works with the Volunteer Committee**, having it meet no less the four times per year.

**Recognition**

- **Coordinates and helps plan all volunteer recognition events.** Works with the volunteer committee in planning the annual recognition luncheon, picnic, and other events as required; develops additional recognition activities throughout the year (ex. birthday cards and anniversary’s); keeps up with and shares volunteer news (new volunteers, new retirees, recent deaths, illnesses, etc.) through the newsletter.

- **Prepares and distributes the volunteer newsletters** to keep the volunteers up to date. Communicates frequently with volunteers by sending out periodic emails to keep volunteers updated with ongoing information and changes/updates that affect them.
Other duties:

- Works with DOO to ensure all volunteer delivery equipment is well cared for, stored and accounted for at Rider University.

- Coordinates all supplemental programs with staff such as the pet food program, grocery program (forms), fresh fruit and veggie programs, etc so they are manageable for the volunteers.

- Represents the agency at all public volunteer recruitment events, and does public speaking events promoting agency and volunteer opportunities. Attends all volunteer focused meetings and events focusing on recruiting, retraining, and recognizing potential volunteers, provides oversight for coverage (by volunteers, Board Members, staff) at special events (ex. Can Day).

General

- Works cooperatively and in a collegial manner with all Meals on Wheels staff.
- Staffs agency information table at various community events and fairs.
- Provides periodic updates to the CEO and Board of Trustees.
- Performs any other duties/tasks required by the CEO.

QUALIFICATIONS

1. Candidate will hold a college degree in communications or marketing. Proven experience in the area of volunteer management is a plus.
2. Candidate will have experience in employer branding and recruitment marketing.
3. Candidate will have experience in volunteering in a similar organization.
4. Candidate will be organized, possess good time management skills, be detail oriented, possess management skills, and have impeccable customer service skills. They must be highly motivated, flexible and enjoy working in a diverse environment that is in constant flux. Familiarity with different volunteer recruiting methods a plus.
5. Candidate will act as a role model in professional conduct and appearance.
6. Candidate will be proficient in Microsoft Word, Excel, Powerpoint and Publisher. Must be able to use various MOWMC software platforms to manage volunteers.
7. Candidate will have great communication, writing, public speaking and interpersonal skills

8. This is a salaried position. Evening and weekend hours required

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