



**Job Title:** Volunteer Engagement Coordinator

**FLSA:** Non-Exempt

**Full-time:** 40 hours/week

**Rate:** \$22.00 per hour

**Supervisor:** Director of Volunteer Engagement

**Position Description:** The Volunteer Engagement Coordinator supports the Director of Volunteer Engagement by executing the operations associated with volunteer recruitment, training, and scheduling.

**Primary Responsibilities:**

1. Ensure that volunteer shifts are set up and filled based on organizational needs, including but not limited to kitchen, staging, and office shifts. Supports the preparation and staffing of delivery driving and special event shifts and works across departments to help meet volunteer support needs.
2. Coordinate the volunteer application process including but not limited to reviewing submitted applications, conducting reference and background checks, and following up with applicants.
3. Communicate with volunteers in person, over the phone, by email, and other online channels regarding scheduling, training, or other pertinent matters.
4. Assist in the development of new recruitment and training materials including handbooks, manuals, flyers, and presentations.
5. Assist in the training and re-training of volunteers in Better Impact volunteer management software for scheduling.
6. Help maintain accurate, secure, up-to-date volunteer records.
7. Assist in the preparation of small- and large-scale volunteer recognition including but not limited to thank you notes and volunteer recognition events.
8. Assist with the development and implementation of volunteer surveys and feedback.
9. Assist meal deliveries by driving routes as needed.

**Other Duties:** As assigned.

**Required Skills:**

1. Extensive interpersonal skills and organizational skills to effectively interact with people from diverse walks of life.
2. Collaboration with cross-functional teams.
3. Clear written and oral communication.
4. Computer literate, particularly with PCs and Microsoft productivity software.
5. Ability to lift 50 lbs.
6. Ability to work in multi-person multi-activity office space.

7. Must have a dependable car, a valid driver's license, and proof of car insurance and ability to deliver meals as needed.
8. Proficiency with Better Impact or other volunteer management software preferred.
9. Previous experience with non-profit organizations a plus.
10. Bilingual preferred.

COVID-19: We require all employees to be fully vaccinated and provide proof of vaccination upon hire. Background Check: All employees are required to go through a yearly background check.

### **Vision Statement:**

We envision a community where all individuals with critical illnesses are no longer vulnerable to hunger.

### **Mission Statement:**

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

### **Mama's Kitchen Core Values**

**Dignity and Respect:** Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

**Reliability:** Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

**Integrity:** Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do.

**Diversity:** Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

**Team Work:** Mutual effort and unity are the ingredients that allow our mission to succeed.

### **Equal Opportunity**

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Send cover letter and resume to [jobs@mamaskitchen.org](mailto:jobs@mamaskitchen.org)