

MEALS ON WHEELS OF NORTHWEST INDIANA, INC.

JOB DESCRIPTION

Position Title: Volunteer Manager
Reports to: Director of Development
Works with: Director of Development, Client Services Manager,
Business Development Manager, and Transportation
Coordinator
Supervises: Volunteers, Hammond Site Coordinator, and Hammond
Drivers
FLSA Status: Full-time, Non-Exempt

Purpose: Promote and manage a corps of volunteers to deliver meals through the assigned volunteer routes, support office and kitchen functions, and other volunteer assignments.

Responsibilities:

1. Recruit, select, train and schedule volunteers to maintain an adequate number of volunteers to assure meal delivery, office, and kitchen support.
 - a. Proactively recruit new volunteers for agency.
 - b. Promote and provide regular training opportunities to encourage community members to become volunteers.
 - c. Administer required background screening.
 - d. Provide specialized training for corporate volunteers.
 - e. Coordinate task-specific training with selected volunteers and staff, as appropriate.
 - f. Assign each volunteer to a schedule that meets the agency's needs and volunteers' desires. Manage call-offs.
2. Communicate effectively with all volunteers to promote service quality and retention.
 - a. Develop and provide prospects and new volunteers training packets.
 - b. Maintain accurate volunteer assignment descriptions.
 - c. Coordinate veteran volunteers to provide on the job training to new volunteers.
 - d. Publish and distribute monthly schedules to all volunteers and Agency.
 - e. Communicate monthly to promote Agency's volunteer training programs.
3. Supervise all paid Hammond drivers and site coordinator.
 - a. Hire, supervise, train, and evaluate Hammond drivers and site coordinator.
 - b. Complete payroll data entry for drivers, including mileage reimbursement.

- c. Schedule/track time off requests.
4. Respond to all volunteer concerns and performance issues.
 - a. Work directly with volunteers to resolve any concerns about their assignments. Report any reports of abuse/neglect to Client Services Manager immediately.
 - b. Have volunteers accurately communicate their hours of effort and mileage.
 - c. Manage any performance issues requiring re-training or re-assignment.
 - d. Inform Supervisor and Executive Director of any performance or behavior issue which may result in termination.
5. Provide accurate record keeping of volunteers and their efforts.
 - a. Maintain accurate mailing lists and information on all volunteers.
 - b. Maintain records mileage and volunteer hours of each volunteer and in the aggregate.
 - c. Monitor each volunteer's performance and assignment, on an as needed basis.
6. Recognize volunteers and promote volunteerism and the Agency.
 - a. Write and distribute the monthly newsletter acknowledging agency information, events and highlighting volunteer efforts and milestones.
 - b. Create special acknowledgements and tenure awards.
 - c. Coordinate Annual Volunteer Recognition.
 - d. Participate in any community event focused on volunteers.
 - e. Work with your Supervisor to improve the recruitment of volunteers.
 - f. Acknowledge volunteers at every opportunity presented.
7. Act as back-up driver with the knowledge of all assigned routes and assist with office duties, as needed.

Education and Experience

Associate degree in Business Administration, Communications or related field; and at least three years of experience in communications, supervision and/or human services; or equivalent combination of education and experience.

Knowledge, skills and abilities:

1. Proficiency with databases, data entry, internet, email, calendars, and computer applications.
2. Able to read and comprehend contracts, and written and oral instruction.
3. Able to influence others through writing and speaking.
4. Able to communicate clearly, compassionately and professionally in person, on the telephone, and in writing.
5. Able to effectively interact with people, communicate abstract ideas, and solve problems creatively.
6. Possess good reasoning skills, ability to think clearly under pressure.
7. Math and data entry skills.

8. Able to develop production schedule and corresponding volunteer schedule to accomplish required tasks in an effective and efficient manner.
9. Able to train and manage a large group of volunteers.
10. Able to work independently, collaboratively and lead a team.
11. Able to complete required paperwork.
12. Must have close visual acuity to prepare and analyze data and figures, transcribe and view a computer terminal.
13. Hold a valid Indiana Driver's License.

Physical demands and working conditions:

1. Medium Work exerting up to 50 pounds of force occasionally and up to 35 pounds of force frequently.
2. Physical activity includes stooping, reaching, grasping, fingering, standing and walking. May be requested to lift, push and pull if packing or delivering.
3. Must have visual acuity to prepare and analyze data and view computer monitor.
4. Able to perceive sounds at normal speaking level.
5. Though, both inside and outside environmental conditions exist; not substantially exposed to adverse environmental conditions.
6. Reliable, consistent punctuality and physical attendance are required.

I have reviewed this job description with my supervisor. By signing below, the employee acknowledges that they are aware of the scope, responsibilities and requirements of this position.

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Meals on Wheels of Northwest Indiana is committed to equal opportunity for all employees and applicants. As a proud Equal Opportunity Employer (EOE), we do not discriminate based on race, color, ethnic or national origin, religion, ancestry, sex, gender, gender identity or expression, sexual stereotyping, sexual orientation, age, marital status, pregnancy (which includes pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), disability, medical condition, genetic information, military or veteran status, and/or any other characteristic or status protected by national, federal, state, or local law. Meals on Wheels also provides reasonable accommodations to employees and applicants with physical or mental impairment, in compliance with the Americans with Disabilities Act (ADA), unless it creates undue hardship for the organization, and for religious observances and practices. This policy applies to all terms and conditions of employment including recruiting, hiring, placement, promotion, demotion, termination, layoff, recall, transfer, leaves of absence, rehiring, compensation, fringe, benefits, and training.

To apply: Send cover letter and resume to rachel@mownwi.org before October 13, 2020. For more information about Meals on Wheels of Northwest Indiana visit www.mownwi.org.