



EVERY MEAL

FIGHTING CHILD HUNGER

POSITION TITLE: Volunteer Coordinator

ORGANIZATION SUMMARY: Every Meal exists to fight child hunger through community and school partnerships. Through our network of community partners, we work hard to get food to kids who live in food insecurity, which means they don't always know where their next meal is coming from. Every Meal strives to make a difference in children's lives by specifically focusing on food "gaps" - the times when the children aren't at school to access the meal programs. We have had tremendous growth in the last ten years, going from serving one school to over 500 distribution sites, but there are still 300,000 kids in Minnesota who don't have enough to eat.

Every Meal develops and supports successful partnerships between sponsoring community organizations and schools in need. This partnership-based model has allowed us to make a broad and sustainable impact in the fight against child hunger, because we believe that it is not a supply problem, but a distribution problem.

MISSION:

Fight child hunger through community and school partnerships.

VISION:

Every Child. Every Meal. ™

VALUES:

- **Relationships:** All our work relies on intentional relationships. We take care of each other and work together to best fight child hunger in our community. At Every Meal, relationships are key to learning, building, and taking action to create an organization and culture that is welcoming, inclusive, and anti-racist.
- **Commitment:** Ambition and drive are fundamental aspects of our mission and program, and we must employ them every day. We recognize that mere adequacy does not align with our mission. To be a dynamic team, we need versatility and a commitment to getting the job done.
- **Thoughtful Communication:** We use thoughtful communication in all our interactions by being timely, informed, purposeful, and on-brand.
- **Positive Impact:** Our actions must deliver a positive and equitable impact on children and the community through measurable results, continuous improvement, and a dignified experience. We always strive for program growth to provide more nutritious, delicious, and relevant meals to more children through community engagement and innovation.

Every Meal intentionally creates a team-focused environment. While our departments and staff have areas they specialize in, we have a regular practice of events and activities that allow our staff to engage in activities outside of their specialties. For example, staff might help set up and facilitate a mobile packing event or talk to donors during a donor event. While these activities don't happen often, they help us all have a more complete perspective on our organization and recognize that we can't feed more children without working together to accomplish our goals.



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POSITION SUMMARY: Volunteers are critical to the success of Every Meal. Our Volunteer Coordinator shares responsibility for recruiting, training, developing, and retaining volunteers. This is accomplished by leading a mission focused, caring, consistent, and energetic volunteer experience for all Every Meal volunteers.

This position has authority to formulate, affect, interpret, or implement management policies or operating practices in order to carry out major assignments in conducting the operations of the business. There is autonomy to do and consider what is best for Every Meal and each of its volunteers. As a result, this position is critical to being involved in planning long- or short-term business objectives, such as packing bags for children more efficiently and effectively.

Every Meal reserves the right to alter job duties at any time, with notice.

KEY RESPONSIBILITIES:

- Model Every Meal core values to all internal and external partners.
- Ensure all position related processes are understood and followed.
- Schedule all volunteer packing events held on-site at Every Meal to meet long term and short-term objectives and inventory minimums.
- Facilitate packing events up to 24 hours each week; on-site and off-site.
- Ensure timely and consistent communication.
- Point person for staff and volunteers on the facilitation of volunteer packing events.
- In collaboration with key stakeholders plans and executes objectives related to all packing events for the organization.
- Assist in the training of staff and volunteers on the facilitation of volunteer events.
- Be the lead trainer on volunteer management system components for staff and volunteers.
- Oversee the volunteer check in process through the volunteer management system software.
- Maintain volunteer registration opportunities through the volunteer management system software.
- Initiate invoicing for private packing events to partners and maintain relationships to ensure payment to Every Meal.
- Collaborate with team members on the necessary volunteer management standard operating procedures and components of the volunteer database.
- Execute Every Meal Volunteer Ambassadors leadership program, to include:
 - Recruiting and interviewing candidates
 - Create and manage a placement pipeline to ensure proper packing event support
 - Create a training program
 - Provide instruction and oversight before, during, and after packing events
 - Serve as main point of contact
 - Discuss performance concerns or behavior that is not in alignment with Every Meal values
- Data entry to ensure accurate volunteer tracking and partner information.
- Provide regular reporting on volunteer statistics.
- Investigate and resolve matters of significance on behalf of management.
- Serve as a liaison and make decisions for cross departmental partnership internally and volunteer management industry externally.
- Collaborate with management on best methods to engage the community, to recruit, recognize and retain committed volunteers, and increase the impact of the organization.
- Contribute to the training of community partner distribution volunteers.



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- Think critically and actively share feedback about program volunteer growth and expansion to best fight child hunger.
- Promote Every Meal and its mission to community groups at various volunteer focused events, inviting them to join in the fight against child hunger.
- Provide assistance in ensuring all program expressions are effective and well-run while providing excellent customer service.
- Conduct emergency assistance at site distributions.
- Attend weekly department meetings and other organizational meetings as required.
- The above are key responsibilities and do not necessarily include all responsibilities of this role.

QUALIFICATIONS:

- Demonstrated understanding of and agreement to Every Meal's mission to fight child hunger through community and school partnerships.
- Demonstrated understanding of and agreement to Every Meal's values.
- Demonstrated ability to respectfully communicate and work with diverse community groups varying in age, religious beliefs, education, ethnicity, ability level, etc.
- Demonstrated ability to work with diverse organizations and individuals across the community including non-profits, businesses, education, healthcare, and religious institutions.
- Demonstrated ability to work specifically with volunteer, school staff, teachers and administration.
- Demonstrated ability to effectively communicate to large groups of people (up to 150), provide instructions, crowd control, guidance, and safety.
- Demonstrated ability to independently manage email communication, including timely responses, clear information, and triage urgent needs.
- Established record of effective communication with a range of audiences including volunteers and organizational leaders.
- Demonstrated competence in computer software (Microsoft Office Suite, Google platform, etc.) and related web-tools.
- Strong interpersonal skills, oral and written communication skills, and presentation skills, including timeliness, attention to detail, articulate language, tone, emotional intelligence, and follow through.
- Flexibility to work regularly scheduled evenings or weekends.
- Strong belief in continuous improvement.
- Independent and efficient; sees opportunities for initiative and takes them.
- Team player, problem-solver, adaptable.
- Able to operate a pallet jack in accordance with safety laws and regulation.
- Able to pass a background check prior to establishing employment.
- Proven experience as a Volunteer Coordinator or similar role.
- Management and/or leadership experience.

TRAVEL REQUIREMENTS:

- Regular access to a reliable vehicle or ability to use public transportation.
- A clean driving record maintained throughout employment.

PHYSICAL REQUIREMENTS:

- Regularly required to stand or sit for long periods of time.
- Ability to use a computer, phone, keyboard and other technology regularly to complete job requirements.



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- Ability to push, pull, and lift a minimum of 30 lbs. regularly.
- Ability to bend, twist, and use fine manual dexterity.

SUPERVISED BY: Director of Impact

HOURS: Monday through Friday, including some regularly scheduled evenings and weekends

STATUS: Salary/Exempt, 40 hours per week

ADDITIONAL BENEFITS:

- 5 weeks general PTO, accrual based per pay period
- 10 Paid Holidays
- 16 hours volunteering outside of Every Meal
- 6 Summer Fridays off with pay
- Flexible work environment
- Medical/Dental/Vision Group Benefit Plan
- Video and in-home primary care clinic Eligibility
- Short- & long-term disability
- Organization match of Retirement Plan
- Life Insurance
- Cell Phone Allowance

Equal Employment Opportunity

Every Meal is an equal opportunity employer committed to equal employment and advancement opportunities for all. Employment decisions at Every Meal are based on community needs, job requirements and individual qualification. People of Color, LBGTO, Veterans, and those with disabilities are encouraged to apply. Every Meal is committed to achieving a diverse workforce and to the growth and development of individuals from the communities we serve. We are continually working to improve being an organization that is welcoming, accepting, and equitable for those on our team, our partners, and the community, especially the part of our community that is BIPOC and/or traditionally and/or currently marginalized.