



## **POSITION: Volunteer Services Coordinator**

### **JOB DESCRIPTION:**

The Volunteer Services Coordinator supervises volunteers and provides direction, coordination and consultation for all volunteer functions. This position is a year-round, full-time position based in Meals on Wheels' Administrative office.

Reporting directly to the Operations Manager, this person is a critical part of representing the organization to volunteers and in the public eye.

### **JOB DUTIES & RESPONSIBILITIES:**

- Maintain volunteer service descriptions for each volunteer assignment
- Develop and maintain relationships with other volunteer organizations
- Process and appropriately file volunteer applications
- Assists in assessing and optimizing routes
- Schedule all volunteer activity and supervise volunteers in database
- Schedule and conduct regular volunteer trainings throughout the week
- Provide mobile app technical support for volunteers
- Maintain documentation of volunteers in database
- Ensure volunteers adhere to volunteer policies, procedures and standards of volunteer service
- Participate in volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and recommend/implement changes as needed
- Develop, distribute, and assess volunteer feedback surveys
- Provide ongoing support and guidance for volunteers
- Act as a single point of contact for communications for volunteers
- Contribute to monthly volunteer newsletter
- As needed, fill in as Logistics relief for home delivered meal service: driving and delivering meals, packing side food items, washing fleet vehicle, and receiving/storing weekly food deliveries
- Participate in assigned facility cleaning duties
- Participate in training and staff development, as related to the position
- Recognize the inherent dignity of each client/participant served and preserve his/her right to confidentiality and respect
- Abide by the policies and procedures of Meals on Wheels North Central Texas Board of Trustees as implemented by the Executive Director
- Other duties when needs arise

## **QUALIFICATIONS:**

- High School Diploma, Bachelor degree preferred
- Two-to-three years of volunteer management experience, events coordination or volunteer work preferred
- Experience with training and speaking in front of small to medium crowds preferred
- Proficient in Microsoft Office (Word, Excel and Outlook)
- Organization, record keeping and planning skills
- Prior experience and/or willingness and ability to learn necessary software including MOW Scheduler
- Strong communication skills (written and verbal)
- Self-starter with the ability to work independently and in a team environment with minimal supervision, assisting and calling on team members when necessary
- Excellent organizational skills with the ability to plan and organize multiple tasks, handle detailed work and meet deadlines
- Comfortable working with and addressing culturally and ethnically diverse staff, volunteers, senior adults and community groups

## **PHYSICAL & COGNITIVE DEMANDS**

This position is generally set in a comfortable office environment, however, it may occasionally require outside of office work. It requires seeing, hearing, sitting and walking on a daily basis. It may require bending and lifting 25 pounds on an infrequent basis. Volunteer field work may occur during or after business hours and it requires talking, writing, driving in inclement weather, walking on uneven surfaces and standing for upwards of 30 minutes straight, depending on the situation.

## **ABOUT MEALS ON WHEELS NORTH CENTRAL TEXAS**

Meals on Wheels North Central Texas is a community-based organization focused on helping homebound elderly and disabled persons remain independent and healthy in their homes by providing nourishing meals, a friendly visit, and a safety check. We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.