



PROGRAM & VOLUNTEER COORDINATOR: FULL-TIME, HOURLY

ORGANIZATION OVERVIEW:

The mission at Food For Thought Outreach is to bridge the meal gap in the lives of food-insecure children and empower them to get the most out of their education. We know that students coming to school after missing multiple meals do not learn or develop at the same rate as their peers, and the goal at FFT is to provide year-round services to take students from K-12 without the fear, stress, and illness related to childhood hunger.

Established in 2010, Food For Thought Outreach started as a small family project to serve food-insecure students in one school for one year. With a \$300 budget, Founder Tiffanie Nelson partnered with her son's school to begin providing critical access to food to children in need. Over the past fifteen years, Food For Thought has grown into the go-to organization for fighting childhood hunger in Walton and Okaloosa Counties. The organization has grown to meet the ever-changing needs of the community and currently provides weekly access to food to 3,600 food-insecure school-aged children across 36 school locations.

POSITION OVERVIEW:

The Program & Volunteer Coordinator supports our year-round programming serving food-insecure children in Walton & Okaloosa Counties. This role has equal time and focus on our program planning, execution, and the training and scheduling of our volunteer base year-round. The Program & Volunteer Coordinator will work onsite and in the field with staff and volunteers. This Coordinator role will provide volunteer support, education, training, and ensure compliance.

This role is positioned for growth and development but is also expected to lead by example and ensure quality and compliance both in the field and in the pantry locations.

This dynamic role must embrace and model a passion for the mission and a commitment to the work required to deliver on our mission. A working understanding of all programs is required to best train and develop volunteers. This position will uphold the organization's program standards and embrace our culture while positioning the organization for growth and increased efficiency. This position will support the work needed to meet our organizational goals and improve the quality of the volunteer experience, thus creating a more engaged and expanding volunteer base.

As a team member of Food For Thought Outreach, we work together to fight childhood hunger in our community. Our Mission comes before all other tasks and duties. Team members are advocates and representatives of our work and hold a shared passion for the Mission and Values of our Organization. Growth and Change are to be expected and welcomed in this work and will bring an ever-changing landscape for the team. As a member of a small team, we are all expected to share in the work, from the day-to-day tasks to high-level strategy.

Experience | Skills | Attributes

- Highly adaptable
- 3+ years of experience working on a team or leading a team in person
- Experience with critical thinking and problem-solving in a professional environment
- Strong organizational skills and personal time management
- Experience with Google Suite and willing to learn new software programs
- Enjoy working with a team in a culture of high-performance expectations
- Strong in-person and written communication skills. Comfortable talking with small groups of people.
- Enjoy working with volunteers of all ages and small and large groups
- Passion for our mission and commitment to the work required to deliver our program services.
- Willingness to work in a variety of settings, including an office environment, pantry/warehouse, and in the field.

Volunteer Base

- ☐ Support volunteer outreach, orientation, training, and communication.
- ☐ Uphold the standards and practices of the organization while working with volunteers.
- ☐ Provide support to co-workers regarding volunteer communications and interactions
- ☐ Report any volunteer-related concerns promptly to your supervisor
- ☐ Train, schedule, and work with volunteers across all related activities
- ☐ Engage volunteers in new opportunities to support the organization
- ☐ Serve as an advocate for the organization with the volunteers
- ☐ Strive to maintain a 30% or higher new volunteer conversion rate
- ☐ Anticipate volunteer scheduling gaps and areas that need more support
- ☐ Maintain accurate, shared records and paperwork

Program Planning and Resourcing

- ☐ The program team works together to plan & allocate resources such as food, supplies, vans, and equipment to meet the needs of the programs.
- ☐ Move resources between pantry locations as needed.
- ☐ Be proactive in sharing resources needed.
- ☐ Maintain accurate records in the shared drive regarding inventory for food and supplies relevant to the programs
- ☐ Maintain accurate data in the shared drive for the benefit of the overall organization
- ☐ Work with the team and volunteers to accept and maintain shipment and food inventory in all locations.

Program Execution

- ☐ Lead packing groups with high levels of engagement and education regarding the programs and mission of the organization.
- ☐ Model and train the standards and practices of the organization with the program team and volunteers.
- ☐ Work in the field with the staff and volunteers to provide services in our year-round programs.
- ☐ Share critical information with supervisors promptly.
- ☐ Model the program culture with a deep understanding of organizational history, purpose, mission, and operating standards
- ☐ Infuse awareness of organizational activities, needs, and programs with volunteers and partners, both internal and external

SCHEDULE AND AVAILABILITY:

Employees may be required to attend events and/or be available to work days, nights, weekends, and holidays to meet the needs of the Organization. Employees may be required to work in a variety of locations to provide services throughout the year. This full-time, hourly role should expect to work an average of 36-40 hours per week with a schedule that is created to meet the needs of the programs.

CONDITIONS OF WORK:

While performing the duties of this position, the employee may be exposed to the elements, including wet and/or humid conditions, extreme heat, and rain. This position requires travel within the service areas of the organization and requires the employee to regularly drive a company vehicle. Employees are frequently required to climb, sit, reach, stoop, kneel, crouch, or crawl. Employees must regularly lift and/or move up to 40 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This Job Description represents an overview of the responsibilities for the above-referenced position.

It is not intended to represent a comprehensive list of responsibilities. An employee should perform all duties as assigned by management.