

JOB POSTING

MANAGER, VOLUNTEER SERVICES



Daily Bread Food Bank works towards long-term solutions to end hunger and poverty and runs innovative programs to support individuals living on low income and experiencing food insecurity. Daily Bread distributes fresh and shelf stable food, and fresh -cooked meals to 126 member agencies and 189 food programs across Toronto. Daily Bread also publishes the influential Who's Hungry report -an annual survey measuring trends in food insecurity and poverty in Toronto to educate the public and spark policy change.

Job Title:	Manager, Volunteer Services
Reporting to:	VP, People & Culture
Salary:	\$60,990 per year
Terms:	35 hours a week / Permanent – Full-time Some weekend, evening and holiday work will be required <i>Daily Bread offers a competitive employer-paid benefit package after three months and an opportunity to join the Group RRSP plan after one year.</i>
Location:	191 New Toronto Street, Toronto, ON, M8V 2E7

Position overview

As one of Canada's largest food banks, Daily Bread is only able to do what it does with the assistance of thousands of people who contribute their time as regular volunteers, corporate group volunteers, special event volunteers, and the general public who run food drives, participate in public food sorts, and other fundraising events.

At the start of the COVID pandemic, we greatly reduced our volunteer pool and asked for an ongoing commitment from all individual volunteers, and we are so appreciative that people across the city stepped up to ensure we never had an operational interruption. We work hard to foster an inclusive volunteer pool and are so fortunate that people find meaning in our DB community.

We are now in the process of re-opening to groups and one-off volunteering and the successful candidate will play a critical role in shaping the future of our volunteer program. We are looking for someone that wants to make an impact on our city and continue to welcome all people to our DB community.

Specific Responsibilities

- Redefine and implement a revised group volunteer experience in conjunction with the development and operations team that engages new volunteers while meeting the operational needs.

- Contribute to the annual People & Culture plan that aligns with the strategic plan. Develop the Volunteer Services budget on an annual basis. Ensure adherence to the approved budget.
- Create a Volunteer Services team environment which fosters and develops effective working relationships and high performance. Support the staff performance process, including coaching, professional development, and performance reviews.
- With the Volunteer Services team, ensure all volunteers receive the appropriate level of staff supervision and support. Support the staff at Daily Bread who supervise volunteers by mediating or personally dealing with difficult situations involving volunteers or coaching staff or providing training on an as needed basis.
- Suggest and implement improvements to our volunteer recognition programs and incentives.
- Manage all corporate and community group bookings, liaising with corporate booking contacts to arrange bookings and answer queries. Co-ordinate corporate bookings with other departmental staff as necessary.
- Ensure the volunteer data system is operating at peak efficiency, liaising with the system support staff to troubleshoot problems. Ensure accurate transfer of information to Development for the donor system.
- Report relevant information on a monthly, quarterly, and year-end basis that is accurate and completed on a timely basis. Develop new reports and discontinue other reports as necessary.
- Regularly evaluate the Volunteer Services program to ensure there is continuous quality improvement and that best practices are in place. Identify and develop volunteer policies and procedures on an as needed basis.
- Participate in health and safety information sessions and uses or wears the equipment, protective devices or clothing that is required by Daily Bread.
- Participate as an employee of the Daily Bread Food Bank by volunteering to work at Public Food Sorts and pitching in with other organization initiatives as needed.
- Other responsibilities and duties as may be necessary from time to time.

Internal/External Relationships

The Manager, Volunteer Services interacts internally with staff and volunteers on a daily basis and externally with other agencies, suppliers, and other stakeholders.

Education/Experience (or equivalent)

- Post-secondary education in Volunteer Management is an asset.
- 3-5 years of experience in a volunteer or people management role, preferably for a large program.
- Intermediate knowledge of using Sharepoint and MS Office
- Experience working in a culturally, racially, economically, educationally, and socially diverse environment is an asset.

Key Competencies

- Strong team leadership skills and the ability to lead change on a large scale.
- High performance standards and commitment to continuous improvement.

- Proficiency in giving constructive feedback, mediating, and approaching difficult situations directly and with compassion.
- Positive, professional attitude and effective communicator with the ability to work collaboratively and build effective working relationships across the organization.
- Excellent analytical skills and problem-solving skills.
- Sound project management skills with the ability to handle multiple projects and competing priorities.
- Ability to speak a second language is an asset

Working Conditions

The incumbent works in an office/warehouse environment, with occasional travel to offsite meetings and events. Year-round there is occasional overtime during the week and some weekends, with more overtime at peak season (October-January).

How to Apply

Please forward a cover letter stating why you are suitable for the role along with your résumé by **March 31, 2022**, to Human Resources – hr@dailybread.ca. Interviews for the position will be conducted on a rolling basis

*Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview. **Daily Bread Food Bank is an equal opportunity employer and encourages applications from members of designated groups.** Persons with disabilities who need accommodation in the application process, or those needing job postings in another format, please e-mail a request to Human Resources.*