

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 incomes and experiencing food insecurity. Daily Bread distributes fresh and shelf-stable food, and fresh-cooked meals to 128 member agencies and 193 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.

Job Title:	Manager, Volunteer Services
Reporting to:	Vice President, People and Culture
Location:	191 New Toronto Street, Toronto, ON, M8V 2E7
Salary:	Starting at \$65,000 per year; commensurate with experience
Terms:	35 hours a week / Permanent – Full-time, on-site

Daily Bread offers an inclusive and engaging workplace culture, a competitive salary and a comprehensive **employer-paid** benefits package. The wages and benefits paid to Daily Bread Food Bank's full-time staff meet the requirements of the [Ontario Living Wage Network](#).

Other considerations for you:

- RRSP Matching after 1 year.
- Free daily lunches when on-site at 191 New Toronto St office.
- Free on-site parking.
- Three (3) Weeks of Paid Vacation per year.
- Creative, kind, fun, and passionate team culture.
- Active social committee.
- Professional Development opportunities.

Job Summary

As one of Canada's largest food banks, Daily Bread relies on the assistance of thousands of volunteers per year who contribute their time in support of ending hunger in Toronto. Demand for food banks has massively increased over the last several year and Daily Bread has gone from supporting 65,000 visits in 2019 to 285,000 visits across Toronto this past November 2023. As a primarily community funded organization, we're grateful that people have been extremely supportive while we continually grow/innovate to meet the need.

We're looking for a Volunteer Services Manager with excellent leadership skills and a growth mindset to oversee our volunteer program as we continue our mission of ending hunger in the city. Our volunteer community is passionate and dedicated and we need a leader that will be able to maintain our culture of inclusiveness, caring, hard work and laughter.

SPECIFIC RESPONSIBILITIES

- Monitor and develop tactics/strategies to ensure there are the appropriate number of volunteers to meet 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 volunteer 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.
- Analyze and develop volunteer statistics to ensure decision can be supported by evidence.
- 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 use or wear 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 may be necessary from time to time.

INTERNAL/EXTERNAL RELATIONSHIPS

The Manager, Volunteer Services interacts internally with staff and volunteers daily 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.
- The 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

To be considered, applicants must submit a cover letter and resume by **Sunday, February 18th, 11:59 p.m.** to careers@dailybread.ca. Interviews for the position will be conducted on a rolling basis.

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.

Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview.