

JOB POSTING

Volunteer Coordinator, Individuals and Special Events

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 129 member agencies and 207 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	Volunteer Coordinator
Department	People and Culture
Reporting to	Volunteer Manager
Location:	191 New Toronto Street, Toronto, ON, M8V 2E7
Salary:	\$54,000 to \$64,000 per annum, commensurate with experience
Terms:	35 hours a week, Full-Time, Permanent, 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:

- 15 days of paid vacation per year.
- Paid sick leave days.
- Active social committee.
- Free on-site parking.
- RRSP Matching after one year.
- Free daily lunches when on-site at the 191 New Toronto St office.
- Recognized as one of Greater Toronto's Top Employers (2024).
- Awarded Canada's Most Admired Corporate Cultures by Waterstone Human Capital (2023 & 2024).
- Recognized as a 5-star-rated charity by Charity Intelligence Canada (2023).
- Creative, kind, fun, and passionate team culture.

General Responsibilities

As one of Canada's largest food banks, Daily Bread relies on thousands of volunteers to support its operations, including regular volunteers, corporate groups, special event volunteers, and the public who run food drives, participate in public food sorts, and other fundraising events.

The Volunteer Coordinator supports the highly active Volunteer Services program at Daily Bread Food Bank. This role includes coordinating the individual volunteer program, special events, and data analytics.

Specific Responsibilities

1. Coordinate the Individual Volunteer Program:
 - Manage recruitment, selection, intake, orientation, and volunteer relations
 - Develop volunteer position job descriptions in consultation with staff
 - Ensure individual volunteers receive appropriate staff supervision and support
2. Support staff supervising individual volunteers:
 - Mediate or handle difficult situations involving volunteers
 - Provide training and coaching to staff on how to manage volunteers effectively
3. Assist new individual volunteers:
 - Help create profiles and schedule shifts in the volunteer management system
 - Host information sessions and make phone calls to new volunteers
4. Manage volunteer program capacities:
 - Monitor and adjust shifts using Daily Bread Food Bank's volunteer management system, in consultation with staff
5. Special Events:
 - Recruit volunteers and provide administrative support
 - Support public food sorting events and other special events
6. Communication and Recognition:
 - Develop and refine communication materials for volunteers
 - Implement volunteer recognition programs and incentives
 - Plan and execute volunteer appreciation events
7. Data Management and Reporting:
 - Maintain volunteer data reporting dashboard
 - Provide administrative support and data entry in the volunteer management system
 - Provide volunteer data reports as needed
 - Offer data-driven analytics to inform organization-wide decision-making
8. Additional Responsibilities:
 - May be required to work weekends as frequently as every other one.
 - Meet Occupational Health & Safety Act requirements
 - Other Volunteer service tasks as needed

Internal/External Relationships

Ongoing interactions with the public, volunteers, People & Culture team, Volunteer Services team, colleagues in the Kitchen, Production, Development, and Marketing & Communication departments, and Daily Bread Food Bank staff. This position reports to the Manager of Volunteer Services.

Education/Experience

- College or university graduate in volunteer management, social/community services, human resources, sociology, or related areas (or equivalent education/experience)

- Minimum 2 years' experience working with volunteers or in customer service
- Event planning experience
- Proficiency in MS Word, Excel, Outlook, internet use, and data input/databases (minimum 2 years)
- Demonstrated ability to welcome new people, manage difficult situations, prioritize effectively, and thrive in ambiguous environments

Assets:

- Experience in diverse environments and the non-profit sector
- Familiarity with VolunteerHub or other volunteer management systems
- Conflict resolution training and experience
- Supervisory or team lead experience

Key Competencies

- Excellent verbal and written communication skills
- Discretion in handling sensitive information and situations
- Initiative, discretion, and independent judgment
- Tact and diplomacy in building relationships
- Administrative accuracy and attention to detail
- Proficiency with Microsoft Office suite and databases

Working Conditions

The incumbent works in an office/warehouse environment at 191 New Toronto Street, with occasional travel to offsite functions.

Scheduling of Shifts

This is a 35-hour-per-week position with alternating schedules:

a) Regular work week: Monday to Friday, 8:30 am to 4:30 pm, with 1 hour break

b) Modified work week: Typically, Tuesday to Saturday, 8:30 am to 4:30 pm, 1 hour break

Schedules may be modified at the manager's discretion to provide coverage after 4:30 pm or on weekends.

How to Apply

Please send your resume and a cover letter or email to careers@dailybread.ca addressed to Alison Gibbins by **Tuesday, April 22nd, 2025**. In your cover letter or email, please describe a situation where you welcomed new people, managed difficult situations, prioritized effectively, or thrived in ambiguous environments. Also, please let us know why you would like to work at Daily Bread Food Bank in this role. What impact do you intend to have on the organization, our volunteers, and our clients?

Application Process

1. Submit resume with cover letter or email to careers@dailybread.ca.
2. Alison will review submissions as they come in, so please don't wait to apply.
3. Candidates will be selected for an onsite interview, with the questions provided one day before to allow all to prepare for the interview.

4. Short-listed candidates will be invited to complete short tasks related to the role, with an honorarium.
5. Final interview with the VP of People & Culture.

Note: we will do our best to let all applicants know the status of their application along the process.

Daily Bread Food Bank is an equal opportunity employer and encourages applications from members of designated groups and those with lived experience of poverty or food insecurity.

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.