



Position: Volunteer Services Director
Supervisor: Agency Development Director
Classification: IV (Exempt)

+ Overview

Responsible for the consistent and coordinated oversight of all operations relating to the recruitment, retention, and management of Foster Grandparent (FGP) and Food Pantry Cooperative (FPC) Volunteers.

+ Essential Job Functions

- Assess volunteer needs of the community, planning and developing all phases of the FGP program operations.
- Select, train, and supervise volunteers and volunteer stations.
- Administer personnel policies with regards to staff and volunteers in a manner consistent with the CAPCIL agency standards, AmeriCorps Senior regulations, and Foster Grandparent Handbook.
- Arrange and provide orientations for all volunteers and provide in-service instruction for FGP, as required.
- Develop Memorandums of Understanding and other appropriate documents with volunteer site locations.
- Formulate and implement recruiting, selection, and placement strategies to maintain a healthy pool of volunteers to serve in the FGP and/or FPC capacity.
- Works with social, civic, and local organizations to develop partnerships to assist in recruitment and placement of program volunteers.
- Prepare, maintain, and submit all required grant applications and reports to sustain programming.
- Maintain updated records on all volunteers to meet compliance and monitoring requirements.
- Incorporating performance measurement principles and practices in program development, volunteer placement, and project assessment.
- Develop and maintain close coordination with volunteer stations; assess appropriateness, compliance, and performance.
- Oversee the development and maintenance of financial records, personnel files, program records, and volunteer history for all volunteers.
- Develop and adhere to an approved budget and authorize expenditures for the FGP & FPC programs.
- Evaluate the effectiveness of operational procedures and project activities.
- Regularly monitor volunteer hours to ensure we are meeting the volunteer service year (VSY) funding requirements.
- Develop, maintain, and implement a food donation program that supports the in-kind needs.
- Work with Agency Development Department to develop, maintain, and implement a fundraising program that supports the cash resource needs of the FPC.
- Assist Fiscal office with reporting efforts regarding the capturing of in-kind credit and cash donations to ensure accurate reporting's of the cash and in-kind resources generated through the program.
- Work with Agency Development Department to create marketing collateral, brand awareness campaigns and a cohesive public relations program.
- Ensure complete and accurate reporting for volunteer hours.
- Work with Operations Department to ensure compliance with all facility requirements related to FPC.
- Perform all other duties as assigned.

+ Education and Experience

- Degree in social sciences, communications, or related field OR 4+years of equivalent experience
- Willingness to travel to attend trainings and monitor sites throughout the service area.
- Strong interpersonal communication skills
- Office and budget management experience.

No contractual or similar obligation is implied or inferred by this job description or the employment relationship.

Updated: July 18, 2023

+ Benefits

- Major Medical Plan. Community Action will pay a percentage of a monthly medical premium.
- Employee Term Life Insurance up to \$30,000 depending on age, spousal coverage (up to age 70) for \$10,000 and/or child coverage (up to age 26) for \$2,500 per child.
- Dental and Vision Insurance Plan (Employer paid for the employee, employees can choose to add on dependents at their own expense.)
- 403-b Retirement plan (after 1-year CAPCIL will match up to 3%)
- Annual Leave (2 weeks available after 90-day probationary period, prorated based on hire date and increases with continued employment)
- 3 Personal Days (Available on your first day and prorated based on hire date)
- Sick Leave (accrues at the rate of 4 hours per pay period for Full-Time and 2 hours per pay period for Part Time)
- 18 Paid Holidays (Including your birthday)

+ Key Performance Indicators

Outcome	Performance Indicator	Measure and Tool	What does Good Look Like?
Compliant Volunteer Personnel files	Ensure all required file documents are maintained for each volunteer.	Inventory and audit of volunteer files using the File Audit Checklist	95%
Volunteer stations have dedicated volunteers.	Ensure each volunteer station has a minimum of 1-2 volunteers assigned.	Volunteer station placement list.	80%
Understands fiscal practices and ensures better budget management.	Ensure budget line items maintain +/- 15% variance.	Abilia R & E Report	+/- 15% variance

Signature of Staff Member

Date

Signature of Human Resources Director

Date