



Central California Food Bank
Job Description

Job Title: Volunteer and Workforce Manager
Reports To: Director of Programs and Partnerships
FLSA Status: Exempt

Prepared By: HR Manager
Approved By: Co-CEO
Pay Rate: \$69,000 Annual

POSITION SUMMARY:

The Volunteer and Workforce Programs Manager is responsible for Central California Food Bank's (CCFB) volunteer and workforce initiatives, ensuring their growth and sustainability while promoting inclusive community engagement. This role involves supervising and coaching the Volunteer and Workforce Coordinators while providing guidance in alignment with CCFB's organizational values. This management position ensures the organization's success in the areas of responsibility outlined below.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1. Manage all aspects of CCFB's volunteer and workforce programs, including but not limited to program development, implementation, growth, sustainability, compliance, and evaluation. Provide strategic direction to meet CCFB's strategic goals as it pertains to volunteer and workforce initiatives.**

- **Volunteer Program**

- i. Develop and implement a volunteer engagement strategy to recruit, train, and retain individuals from diverse backgrounds. Create and promote an inclusive volunteer program involving community members, corporate teams, civic organizations, interns, and government referrals.
- ii. Work with the Volunteer Coordinator to create a detailed schedule for both individual and group volunteers, ensuring sufficient coverage for daily operational and administrative activities and events.
- iii. Plan and coordinate year-round volunteer recognition activities, including the annual Volunteer Appreciation event, thank-you letters, and highlights in CCFB communications. Develop new recognition initiatives as needed.
- iv. Train CCFB staff on effective volunteer management within individual programs and departments to ensure the success of the program.
- v. Identify meaningful volunteer roles, create detailed position descriptions, and match volunteers' skills to organizational needs. Supervise the development of projects and roles for community outreach, event support, and warehouse operations to ensure their success.
- vi. Gather volunteer feedback and collaborate with staff to implement volunteer suggestions into program updates, ensuring the experience is impactful and aligned with organizational objectives.
- vii. Collaborate with the Development Department to plan and execute special events and projects, ensuring a smooth experience for volunteers from start to finish.

- **Workforce Development Program**

- i. Lead the strategic direction of the workforce development program, which aims to help

participants achieve career readiness and secure sustainable employment.

- ii. Cultivate strong partnerships with key external stakeholders to enhance the effectiveness and impact of workforce development programs, ensuring the achievement of program objectives and deliverables.
 - iii. Establish and maintain relationships with current and former program participants, providing case management and support as necessary.
 - iv. Partner with the Workforce Coordinator to develop training schedules, mentorship opportunities, and placement pipelines. Collaborate closely with the Volunteer Coordinator to effectively train workforce development participants and volunteers on essential daily procedures, ensuring their success and engagement.
 - v. Monitor outcomes such as job placement rates, participant retention, and skill development milestones.
 - vi. Ensure program participants receive trauma-informed coaching, skill-building, and career navigation services.
- **Organizational Policy and Compliance**
 - i. Develop, maintain, and update program policies, procedures, and manuals to ensure clarity and consistency.
 - ii. Maintain Central California Food Bank's national Service Enterprise Initiative (SEI) Accreditation by regularly monitoring and evaluating the needs of its volunteer program according to best practices and standards. Provide SEI training and guidance to all departments to facilitate the implementation of these best practices as defined by SEI.
 - iii. Ensure high standards of a safe, healthy, and supportive environment for all volunteers, workforce development participants, and staff in accordance with all appropriate legislation and regulations.

2. Supervise Volunteer and Workforce Staff including recruitment, training, and development to facilitate performance results.

- Address conflicts or concerns promptly and professionally, serving as the escalation point for program-related issues.
- Directly supervise the Volunteer Coordinator and Workforce Coordinator, providing clear expectations, ongoing feedback, and professional development opportunities.
- Conduct regular performance evaluations, establish team objectives, and provide individualized support to help staff succeed.
- Foster a positive, collaborative team culture that aligns with the organization's values.

3. Information and budget management

- Manage and monitor tracking systems for volunteer and workforce programs to ensure precise data collection on key metrics, including volunteer hours, participant outcomes, and program impact. Use volunteer management software, such as CERVIS, to oversee attendance, track hours, and evaluate impact metrics effectively.
- Utilize data to evaluate program effectiveness, identify improvement areas, and inform strategic planning.
- Generate detailed reports monthly, quarterly, and annually for leadership, funders, and stakeholders.
- Develop and manage program budgets to ensure effective allocation of resources.
- Collaborate with the Development Department to discover grant opportunities, assist in proposals, and report on the outcomes of funded programs.

4. Community and Partner Engagement

- Cultivate and maintain partnerships with businesses, schools, faith-based organizations, and other community groups to expand volunteer and workforce opportunities.
- Collaborate with the Development Department to identify volunteers who may also contribute as donors of funds, food, or other resources.
- Work with employer partners to identify job placement opportunities for workforce program participants, ensuring mutually beneficial relationships. Establish referral systems to facilitate seamless connections between job seekers and available employment opportunities and support services.
- Represent the Central California Food Bank at community events, networking opportunities, and partner meetings to promote program visibility and other CCFB initiatives within the community.

5. Provide excellent customer service to all Central California Food Bank customers, including CCFB clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.

- Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality and attendance, treating others with respect, distributing quality products, being knowledgeable, and providing accurate information, and using appropriate non-verbal and verbal communication.
- Assume the functions and duties of direct reports as needed.

SUPERVISORY RESPONSIBILITIES:

This position has supervisory responsibilities.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

- Bachelor's degree in social work, nonprofit management, workforce development, or a related field (or equivalent professional experience).
- 3+ years of experience in volunteer management, workforce development, or program coordination
- Experience guiding and leading the work direction of others with the ability to coach and develop performance
- Familiarity with workforce development trends, including job training and placement strategies
- Strong capacity to inspire and engage others to actively participate in food bank programs.
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
- Available and willing to travel for the organization and work occasional evenings and weekends to support events or programs as needed.
- Ability to adapt to quickly changing business environment, including learning and applying new training and knowledge.
- Demonstrated ability to problem solve, analyze data, make good decisions, attend to details, and manage projects.
- Proficient in advanced computer skills, program management software, databases, and reporting

tools; experience with volunteer management platforms is a plus.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*

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By signing below, I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date