



# Director of Volunteer Services

Sacramento Food Bank & Family Services (SFBFS) welcomes people of all backgrounds and circumstances, providing a judgement-free zone for individuals and families throughout Sacramento County. A staff of more than 80 and several thousand volunteers take our mission of fighting food insecurity one step further by offering education and support for families wanting to shape their best tomorrow. More information is available at [www.sacramentofoodbank.org](http://www.sacramentofoodbank.org).

## POSITION DESCRIPTION

The **Director of Volunteer Services** organizes and implements a complete volunteer service program including recruitment, training, coordination and retention of volunteers for mission fulfillment and sustainability of programs and services. He/She will oversee a large volunteer force (+/- 10,000.) and maintain a database documenting their hours of service. This position identifies work throughout the organization that can be accomplished by volunteers, promotes their services and the accomplishment of specific tasks, nurtures ambassadorship by volunteers and their greater connection to the organization.

The Director of Volunteer Services will (including but not limited to):

- Maintain all volunteer activities including recruit/screen volunteers, volunteer orientation, placement in activities/programs, supervision, retention, recognition
- Maintain, oversee and update volunteer policies and procedures
- Conduct ongoing evaluation of the services delivered by volunteers, recommending and implementing improvements as identified and/or necessary
- Maintain the volunteer component of SFBFS' database to best track and report volunteer statistics per program and organization-wide
- Develop and implement effective strategies to recruit and retain qualified volunteers with the appropriate abilities and aptitudes to sustain daily operations and to support special events
- Submit monthly, quarterly and annual reports, as required
- Supervise the volunteer services and Food Bank reception positions
- Other duties as assigned

## MINIMUM SKILLS AND EXPERIENCE REQUIRED

- Bachelor's degree in or equivalent in social science, business, or related fields
- 3+ or more years of volunteer management experience
- Leadership level experience, including 2+ years of supervisory and management experience
- Knowledge of community resource planning
- Prior experience working with large volunteer base
- Basic principles of volunteer management in a nonprofit setting
- Database/data management system

## POSITION DETAILS

- Full-time, exempt position; Monday - Friday; occasional weekends and holidays as needed
- SFBFS' Family Services campus location, with frequent travel to Food Bank Services campus
- Comprehensive benefits including medical/dental/vision/life/AD&D/LTD/retirement and more

Applicants must submit resume, cover letter, [SFBFS' employment application](#) (found here: [www.sacramentofoodbank.org/jobs](http://www.sacramentofoodbank.org/jobs)) which should include three professional references to [employment@sacramentofoodbank.org](mailto:employment@sacramentofoodbank.org) for consideration. **No phone calls please.**