



Position Announcement

Home Delivery Volunteer Coordinator VISTA

Vista and Second Harvest of Silicon Valley Partner Together!

The Home Delivery Volunteer Coordinator VISTA position is a year-long position through the Anti-Hunger Corps, an AmeriCorps VISTA project sponsored by Hunger Free America. Visit <https://www.hungerfreeamerica.org/en-us/ameri-corps-vista> to learn more.

Second Harvest of Silicon Valley is serving as the specific host site for the Home Delivery Volunteer Coordinator VISTA role. The Home Delivery Volunteer Coordinator VISTA will receive a biweekly stipend and scheduled virtual trainings from Hunger Free America and Second Harvest of Silicon Valley will provide daily supervision, work plan, and work site.

AmeriCorps VISTA Description, Compensation, and Benefits

VISTA - Volunteers in Service to America (VISTA), is a federal AmeriCorps national service program that engages people ages 18 and older to perform capacity building activities, over a course of a year, through private non-profit organizations and public agencies. The VISTA program provides the Home Delivery Volunteer Coordinator VISTA position with a biweekly stipend of \$1,350. In addition to professional development training opportunities, members are eligible for a health plan or healthcare allowance, child care, paid personal and medical leave, and a travel reimbursement stipend for those who travel more than 50 miles to their site. After successful completion of a term of service, members can choose to receive a Segal AmeriCorps Education Award (approx. \$6,895) or post-service stipend (approx. \$1,800). Visit americorps.gov for additional information.

About Second Harvest of Silicon Valley

Founded in 1974, Second Harvest of Silicon Valley is one of the largest food banks in the nation and a trusted nonprofit leader in ending local hunger. The organization distributes nutritious groceries through a network of nearly 400 partners at drive-thru and walk-up sites across Santa Clara and San Mateo counties. Due to the prohibitively expensive cost of living in Silicon Valley, the economic downturn caused by the COVID-19 pandemic, and the rise in inflation, Second Harvest is now serving an average of 450,000 people every month. Second Harvest also connects people to federal nutrition programs and other food resources, and advocates for anti-hunger policies on the local, state and national levels. To learn more about how Second Harvest is responding to the incredible amount of need in Silicon Valley, visit shfb.org.

About the Position

This position is responsible for enhancing volunteer recruitment, planning, and training within the home delivery program. This role supports food distribution programs that ensure ongoing nutritional support for low-income individuals and families who are homebound. The Home Delivery Volunteer Coordinator VISTA will collaborate with other food bank staff, community partners, and volunteers to ensure successful delivery of product while maintaining a superior client and volunteer experience.

This job might be for you if:

- You are passionate about fighting hunger in your community.
- You would enjoy the process of training and supporting volunteers and are comfortable instructing both group leaders and one-time volunteers with diplomacy and sensitivity.



Curtner Center
750 Curtner Avenue
San Jose, CA 95125
408-266-8866

Cypress Center
4001 North First Street
San Jose, CA 95134
408-266-8866

Bing Center
1051 Bing Street
San Carlos, CA 94070
650-610-0800

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- You would enjoy giving presentations, developing and sharing flyers or other written materials with individuals and community organizations
- You always ensure the best possible levels of customer experience for external and internal stakeholders and possess advanced conflict resolution skills.
- You genuinely enjoy people and thrive when developing positive relationships with a diverse set of partners, volunteers, and coworkers.
- You have experience or are interested in learning more about community outreach and marketing.

Responsibilities

- Identify and document Second Harvest of Silicon Valley's strengths and challenges of home delivery volunteer recruitment and retention.
- Conduct volunteer event observations, volunteer interviews, and best practices research to evaluate and suggest ways to improve current volunteer experience.
- Revise volunteer materials (email templates, training materials etc.) to enhance volunteer experience.
- Conduct volunteer trainings and volunteer supervision of volunteer site leaders, volunteer food loaders, and volunteer delivery drivers to support better volunteer retention.
- Research and compile database of local community groups (religious groups, service organizations, schools etc.) to share volunteer opportunities with.
- Develop volunteer marketing materials (flyers, email templates, PPT presentations etc.) to share with community groups and individual volunteers.
- Share opportunities with identified community groups by delivering presentations, attending outreach fairs, emailing/calling potential supporters, posting on volunteer job boards etc.

The ideal candidate will possess the following professional qualifications:

- Excellent volunteer management and customer service skills.
- Must be able to establish and maintain good relationships with people of various ages, educational, ethnic and socioeconomic backgrounds; to patiently repeat instructions to challenging people; to positively enforce rules and procedures; to motivate customers and coworkers; and to change routine due to customer or situational demands without losing composure.
- Experience working with volunteers and/or low-income families and individuals.
- Demonstrated ability to communicate clearly orally and in writing, follow established procedures and organize, plan and carry out activities to meet specific timelines.
- Demonstrated ability to exercise discretion and independent judgment.
- Proven ability to work as a team player while also being able to perform multiple duties independently with minimum of supervision.
- Experience with Microsoft word, PowerPoint.
- Experience with public speaking and creating and delivering presentations.
- Experience with community marketing (developing flyers, posting opportunities etc.).
- Fluency in Spanish, Chinese or Vietnamese is a plus.



Position Announcement Home Delivery Volunteer Coordinator VISTA

- Experience in a non-profit organization is a plus.
- Bachelor's degree from an accredited college in social services, recreation management, public administration, urban studies or a directly related field; or equivalent work experience.

Reports To	Second Harvest of Silicon Valley Home Delivery Program Manager
Location	This is an onsite position. This position supports volunteer events throughout Santa Clara and San Mateo county. Non volunteer event duties can be completed remotely or out of San Mateo (Bing Center: 1051 Bing St, San Carlos, CA) or Santa Clara (Curtner Center: 750 Curtner Ave, San Jose) offices.
Hours	Full- Time (exempt). 40 hours/week, with some evening and weekend work as necessary.
SH Covid-19 Vaccine Policy	Second Harvest Food Bank places great importance on the safety of its employees and customers. Therefore, in line with the CDC and state and local recommendations, Second Harvest requires as a condition of employment that employees have received full and effective COVID vaccines prior to commencing employment. In accordance with applicable law, Second Harvest will consider good faith requests for reasonable accommodation based on medical disability or sincerely held religious belief.

How to Apply:

Please email cover letter and resume to Andrew Vargas Delman, Home Delivery Program Manager at Second Harvest of Silicon Valley at avargasdelman@shfb.org with subject line: HD Volunteer Coordinator VISTA Applicant, Your Name.

If selected for the position, Second Harvest of Silicon Valley will coordinate with candidate on submitting AmeriCorps VISTA application paperwork to Hunger Free America's Anti-Hunger Corps program.

EOE

Second Harvest is committed to being an equal opportunity AmeriCorps VISTA host site which values diversity. Under-represented groups are encouraged to apply for all positions.



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