Manager of Volunteer Services

About Us

God’s Love We Deliver, a nonsectarian organization, is the New York metropolitan area’s leading provider of life-sustaining meals and nutrition counseling for people living with severe illnesses. Begun as an HIV/AIDS service organization, today God’s Love provides for people living with more than 200 individual diagnoses. God’s Love cooks and home delivers the specific, nutritious meals a client’s severe illness and treatment so urgently require. Meals are individually tailored for each client by one of our Registered Dietitian Nutritionists, and clients have access to unlimited nutrition counseling. God’s Love supports families by providing meals for the children and senior caregivers of our clients. All of our services are provided free of charge to clients.

About the Role:

Volunteers are critical to our mission at God’s Love We Deliver. Without the help of our incredible volunteers – more than 23,000 strong – we simply could not cook and deliver over 13,000 delicious and nutritious meals each weekday to our neighbors in need.

The Manager of Volunteer Services manages and trains the Volunteer Engagement Coordinators, and is responsible for the coordination and execution of volunteer special events, including our participation in third-party events supported with volunteers. The Manager of Volunteer Services manages the communications to and coordination of certain volunteer streams including large groups and VIPs as well as expanding our Young Hearts program for kids of all ages.

Benefits:
- Excellent Health, Dental, and Vision insurance at low cost to employees. Option to enroll in pre-tax Commuter Transit, Flexible Spending Account, and Health Savings Account.
- Retirement Savings Plan: 403B with up to a 2% match each pay period
- Paid Time Off including
  - 15 Days of annual Paid Vacation Time Off in first year of employment, increasing with length of service
  - 12 days of annual Paid Sick Time
  - 10 paid holidays
- Monday through Friday with schedule flexibility required.
- A rewarding work environment: Supporting our operations providing nutritious meals to New Yorkers living with severe illness.
- A collaborative work environment: Everyone works together to contribute their talents and their ideas.
- A fun work environment: Periodic staff lunches and Happy Hours; an annual staff retreat to focus on team learning and team-building; a fun Holiday Party to celebrate our staff
- An inclusive work environment: Celebrating diversity, equity and accessibility, valuing the unique perspectives and life experiences that all employees bring to work.
- **This position requires onsite work.**
- This is a Full-Time exempt position, paying $75,000 – $85,000 annually.

Essential Duties and Responsibilities:
- Manages and provides leadership to the Volunteer Engagement Coordinators.
- Ensures stewardship of volunteer program.
- Confirms and maintains the volunteer database, ensuring the information is accurate and current.
- Prepares monthly and annual volunteer reports for Finance, Philanthropy and Operations.
- Leverages and builds on the capacity of the volunteer management platform to expand volunteer engagement and improve the volunteer experience.
- Supervises outreach and ensures coverage for tabling events as requested by major donors and corporations.
- Working cross-departmentally, manages projects and events with accountability for successful execution. This includes
coordinating volunteer staffing and activities for events and special programming.

- Staffs and oversees volunteers for all departments including Kitchen, Fulfillment, Delivery, Nutrition, Client Services and Finance, as well as for other projects (e.g., performing client mailing projects, maintaining the herb garden).
- Coordinates and provides orientation trainings for large groups including corporate and VIP groups.
- Ensures orientation program for new volunteers and special guests remains updated and in compliance with applicable codes, policies, protocols and regulations.
- Recruits and trains volunteer leads to represent the agency at internal and external events.

**About You:**

You are highly self-motivated, driven by a strong work ethic and energized by working in a fast-paced environment. You are looking for a collaborative environment where you can mentor a team of high-performing staff members and lead our volunteer engagement efforts.

In addition, you meet the following requirements:

- Bachelor's Degree.
- At least three years of experience managing volunteers and staff.
- Ability to prioritize multiple demands while exercising strong time management skills with acute attention to detail.
- Demonstrate a high level of reliability, organization, and follow-through.
- Ability to be empathetic yet direct, with excellent listening skills.
- Must have strong interpersonal communications skills, demonstrating cultural competency and the ability to communicate effectively with a diverse group of constituents.
- Must have strong presentation skills and be comfortable speaking in front of large groups.
- Team player committed to the mission of God’s Love We Deliver.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Experience in VolunteerHub a strong plus.
- This job requires some work on evenings, weekends, and holidays as necessary.

**Interested in Applying for this Role?**