

VOLUNTEER COORDINATOR

REV 05/2019

Meals on Wheels of Greater Lynchburg began serving the Lynchburg community in 1974. Our simple mission has remained consistent to this day: deliver healthy meals Monday through Friday to the homebound in the community who are unable to prepare appropriate meals themselves (or have no one to prepare for them) regardless of ability to pay. Because we do not accept government monies, we do not have to follow government restrictions, and can therefore serve all ages as well as all incomes.

Title/position: Volunteer Coordinator

Locations: Meals on Wheels Office, 605 Clay Street, Lynchburg, 24504; Canteen Services (meal pickup location) 3224 Odd Fellows Road, 24501; Virginia Baptist Hospital (meal pickup location) 3300 Rivermont Ave, 24503 (use Vassar St. entrance)

Position Overview:

The Volunteer Coordinator is a vital member of the MOW team, serving as the primary liaison between the office and our vast pool of volunteers. This hands-on position includes multiple aspects of interaction, from recruitment, scheduling and training, and daily management, to appreciation and communication.

Duties/expectations:

Expedite Meals from both VBH & Canteen

- Review morning route lists with Program Coordinator
- Report to designated pickup location (rotate between Canteen & VBH)
- Prepare / inspect route bags to ensure correct number and types of servings for each route.
- Ensure that meals are picked up for each route for delivery in a timely manner; secure substitutes when possible; deliver route(s) if necessary
- Communicate with kitchen staff at pickup location, anticipating and troubleshooting potential issues in quality or service.
- Interact with volunteers at pickup, ensuring seamless delivery of meals; communicate regularly and completely with all volunteers, advocating for the organization and promoting upcoming events and alternative volunteer opportunities.

Volunteer Management

Volunteer Recruitment

- Receive online applications; review, and respond appropriately, in a timely manner
- Promote volunteer opportunities via Social Media, word of mouth, and other avenues to maintain a steady flow of applicants

Volunteer Scheduling & Training

- Determine needs / gaps in current routing schedules; match applicant availability with needs.
- Anticipate the need for subs whenever possible; maintain healthy list of driver substitutes available for long-term, short-notice (day or two ahead) or moments' notice (to cover no-shows)
- Distribute updated schedule information to route drivers, per office policy.
- Coordinate with Assistant Volunteer Coordinator to schedule training ride-alongs for new delivery teams
- Maintain a constant 'drumbeat' for volunteers, sharing food safety, delivery protocol, and service information

Volunteer Appreciation / Communication

- Assist with planning and implementation of appreciation events, such as the Volunteer Dinner and Coordinator gatherings.
- Communicate events and encouragement/appreciation via various means, including: in person, Facebook, newsletter, focused mailings, etc.

Volunteer Oversight

- Develop 'a la Carte' email every 5 – 6 weeks; determine needs, adjust and send email
- Maintain 'a la Carte' email distribution list, adding new volunteer contact info as appropriate
- Recruit, schedule and oversee the following volunteer positions:
 - Animeals Expediter
 - Birthday Box Expediter
 - Ensure Expediter

Other duties as requested.

Proposed Schedule:

Monday – Friday. 30 hours per week. Eligible for holiday pay and benefits.

Expected to work several holidays for a few hours, other days and times may be requested occasionally.

Qualifications and requirements:

- Heart and passion for the homebound in our area
- Excellent listening and communication skills
- Ability to work in a small environment with cross training in a variety of positions
- Attention to detail
- Basic office computer skills (MS Office, MailChimp) and internet savvy
- Must be able to lift 50 lbs. Lighter lifting is required regularly; heavy lifting is not necessary often, but may be from time to time

Contact: Kris Shabestar, info@mealsynchburg.org