

Lower Cape Outreach Council (LCOC), is a non-profit organization on the Lower Cape with a mission to provide comprehensive assistance to those in need of immediate support and to encourage long term self-sufficiency. To help it better meet the needs of its clients, LCOC is seeking a Manager of Volunteer and LCOC Operations.

Reporting to the Chief Operating Officer, this position is responsible for leading and administering all aspects of the LCOC's volunteer programs, the food pantries, and Katy's Korner. This includes public outreach to recruit new volunteers while ensuring that current volunteers are trained, scheduled and/or supervised where necessary, and supported in their efforts to help LCOC serve its clients. This position is responsible for ensuring the ongoing operations of LCOC in the absence of the Chief Operating Officer.

Duties/ Responsibilities:

- Through a full understanding of LCOC current and planned operations, and discussion with the COO and current volunteer leaders, assessing and identifying ongoing and future volunteer needs of the organization.
- Developing and managing a robust volunteer recruitment process, recruiting new volunteers for LCOC through public outreach, networking with community-based organizations and employers, and encouraging existing volunteers to assist in recruiting efforts. This includes developing and maintaining a process to develop job descriptions, review applications, interview potential volunteers, assessing the interest and skills of volunteers to provide them with the best opportunity, and checking references.
- Providing a thorough onboarding/orientation process and training for all new volunteers, as well as information resources for new and existing volunteers, to ensure that LCOC volunteers are well trained and equipped with the information they need to be comfortable with their volunteer responsibilities.
- Maintaining the necessary volunteer database, files, and information, as well as communication tools necessary to contact and communicate with all LCOC volunteers in an effective and efficient manner.
- Tracking volunteer activities and hours to enable LCOC to quantify the contribution of volunteers.
- Continually communicating to volunteers regarding the importance of their contributions to LCOC, as well as about current and future activities of LCOC, and providing tactful feedback on volunteer performance to help volunteers succeed in their volunteer roles, exiting volunteers where necessary.
- Soliciting feedback from volunteers on their experiences as a volunteer with LCOC, as well as on ways LCOC might improve operations.
- Planning and executing volunteer appreciation opportunities and events within budgetary allowances and supporting LCOC fundraising events.
- Within budgetary constraints, ensuring that food and supplies in stock at all food pantries are adequate to meet the needs of the projected or scheduled clientele.
- Ensuring that all food pantries and Katy's Korner are adequately staffed with volunteers, and address any volunteer staffing problems promptly.

- Ensuring that information is collected, recorded and reported on the number of clients served daily, as well as any other performance information that may be required by the Greater Boston Food Bank or any governmental body.
- Ensuring pantry compliance with another other state, federal and Greater Boston Food Bank guidelines.
- Other duties as may be required.

Required Skills/Abilities:

- Demonstrated ability to communicate, motivate, lead and relate effectively to a wide variety of individuals; excellent oral and written skills.
- Ability to think strategically about volunteer linkages to development.
- Ability to develop and manage projects and budgets within guidelines.
- Able to work both independently and with others to solve problems creatively.
- Outstanding organizational and time management skills.
- Excellent computer skills including excel, word processing and database management. Familiarity with Raisers Edge a plus.
- Adaptability, flexibility, and ability to see change as an opportunity rather than an obstacle.
- Solid understanding of maintaining confidential data.
- Second language a plus
- Must have driver's license and vehicle in order to visit food pantries.

Education and Experience:

- Bachelor's Degree, preferably in a field of human services.
- Prior management/supervisory experience and experience working with volunteers
- Experience building relationships with individuals, organizations and businesses
- Experience working in a not-for-profit.
- Knowledge of best practices and methods related to the conduct of volunteer programs for non-profit organizations.
- Recruiting, screening, and training experience.

Physical Requirements:

This position involves prolonged periods working on a computer. The employee is occasionally required to stand, walk, and use hands to finger, handle or feel controls. Specific vision and hearing abilities required by this job include close vision and distance vision and ability to hear conversations in office and group settings and by phone or computer. Attendance at meetings or events in the community may be required. When engaging with volunteers in food pantries and otherwise, the employee may be required to stand, reach, bend and lift up to 20 lbs.

LCOC provides equal employment opportunities to all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran or disabled status.

Interested? Please send your resume to apply@lcoutreach.org