



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Director of Volunteer Services November 2015

About Second Harvest Food Bank

Second Harvest Food Bank of Santa Clara and San Mateo Counties (SHFB) is a trusted leader dedicated to ending local hunger. Since its inception in 1974, Second Harvest has become one of the largest food banks in the nation, providing food to an average of nearly one quarter of a million people each month. Second Harvest mobilizes individuals, companies, and community partners to connect one out of 10 local residents to the food they need. With a strong commitment to nutrition, SHFB distributes more fresh produce than any other food bank in the United States, promotes federal nutrition programs and educates families on how to make healthier food choices.

SHFB is a \$111 million revenue generating organization (including value of donated food) with a \$34 million cash budget for this year. A highly efficient operation, with over \$.95 of every \$1 going to programs that feed hungry people, SHFB is consistently recognized as a charity of choice:

- Charity Navigator has granted SHFB a 4-star rating for 9 years in a row, placing us in the top 1% of charities nationwide
- Readers from “Metro’s Best of Silicon Valley” consistently vote Second Harvest as the *Best Organization Making a Difference*
- In 2012, OpportunityKnocks.org ranked SHFB as the top nonprofit to work for in the country.

About SHFB Volunteer Services

Second Harvest is a member of Feeding America, a national network of 200 food banks, where our volunteer program is the largest in the country. In FY2015, SHFB volunteers contributed over 314,000 hours of time – the equivalent of 151 full time equivalent employees, more than the paid employee base – and saved the organization \$6.4 million. SHFB relies heavily on volunteers – both to leverage our own resources and to actively engage our local community in the fight against hunger. Volunteers include a diverse array of corporate, school, community and faith groups, as well as individuals and families. Volunteers sort/pack fresh produce and other donated food in our warehouses, directly distribute food to SHFB clients at more than 100 sites across both counties, and provide expertise and assistance throughout the Food Bank.

Position Title:	Director of Volunteer Services
Reports To:	CEO
Positions Reporting To Director of Volunteer Services:	Department of 10. Direct reports include Santa Clara County Volunteer Manager, San Mateo County Volunteer Manager, Administrative Scheduling Assistant and Office Assistant.
Compensation:	Executive-level position. Competitive salary commensurate with experience. Generous health benefits program, Flexible Time Off (FTO) starting at

CURTNER CENTER
750 Curtner Avenue
San Jose, CA 95125
T 408-266-8866
F 408-266-9042

CYPRESS CENTER
4001 North First Street
San Jose, CA 95134
T 408-266-8866
F 408-266-9042

BING CENTER
1051 Bing Street
San Carlos, CA 94070
T 650-610-0800
F 650-610-0808

200 hours/year, ten paid holidays, and excellent retirement plan.

Purpose of the Position

Responsible for leading, growing and evolving the volunteer program for Second Harvest Food Bank. The Director of Volunteer Services will ensure that the organization excels in its engagement of volunteers.

SHFB is in the process of developing a three-year strategic plan, and finding new ways to connect volunteers to our mission will be key to our ability to increase our impact. The Director of Volunteer Services will drive critical volunteer initiatives forward. In particular, we need to find creative ways to engage families with children, to strengthen volunteer teams/experience at food distribution sites, to effectively recruit/deploy volunteers with needed expertise, and to actively partner with SHFB's Development, Marketing and Community Engagement teams to increase and broaden overall support.

The successful candidate will have the ability to communicate effectively with different groups, eagerness to innovate, strong project management/event planning skills, a willingness to explore ways to use technology to improve volunteer experience and tracking, and expertise in volunteer recruitment, placement, management, retention, stewardship and risk management.

As a member of SHFB's Leadership Team, work closely with the CEO, Volunteer Services, and departments throughout the organization to achieve the Food Bank's Mission.

Duties and Responsibilities

- **Leadership and Management:** Develop a compelling vision of what SHFB's already-successful volunteer program has the potential to become. Lead, coach and inspire the team of volunteer professionals. Manage the Volunteer Services department, including budgeting and payroll.
- **Internal Partnerships:** Partner with internal "customers" – particularly Development and Programs and Services – by actively collaborating to recruit volunteers and to create meaningful volunteer experiences, programs and tracking.
- **Project Management:** Work with Operations, Food Resources and Programs and Services to effectively manage the daily sorting, packing and labeling of food for clients and SHFB's partner agencies.
- **External Events:** Manage external events that require significant volunteer recruitment and oversight, including the Applied Materials Silicon Valley Turkey Trot, Thanksgiving Safeway Nationwide Food Drive, specialty food sorts and SHFB Volunteer Recognition Event.
- **Community Engagement:** Strengthen community connection to the Food Bank by building an ever-more engaged, passionate and well-stewarded community of SHFB volunteers across both counties. Represent SHFB at conferences and public speaking engagements.

Qualifications

- Undergraduate degree required
- Experience in leading/managing volunteers and interns – including recruitment, placement, retention, stewardship and risk management.
- Minimum of seven years combined salaried experience in volunteer administration, program management or related field
- Demonstrable skills in public speaking, project/event management, and conflict resolution
- Willingness to work Thanksgiving morning and occasional nights and weekends

To Apply

Due to the large number of resumes we receive, candidates who adhere completely to our application requirements will receive prioritized review of background and qualifications.

Please email a cover letter and resume, clearly indicating your salary requirements and including a statement as to how you believe you can make a positive impact in the position and to Second Harvest Food Bank’s philanthropic purpose and values. Include your name and “Director of Volunteer Services” in the subject line of your email. No relocation support available.

- Email: jobs@shfb.org
- Website: www.SHFB.org

EOE

UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY

Note: This job announcement is intended to provide an overview of the requirements of the position. It is not necessarily all-inclusive; the job may require other essential and/or non-essential functions, tasks, duties or responsibilities not listed herein. Management reserves the sole right to add, modify or exclude any essential or non-essential requirement at any time with our without notice. Nothing in this job announcement is intended to create a contract of employment of any type. Employment is “at will” and may be terminated at any time by the employer or employer with or without cause or notice.

