



**FOOD**  
CLOTHING  
**MEDICAL**  
services  
**LEGAL**  
services  
**SOCIAL**  
services  
ADVOCACY  
**DIGNITY**  
RESPECT  
**SERVICE**  
JUSTICE

#### **SOUTHEAST CENTER**

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fax: 202.587.0537

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UW# 8219 CFC# 61733

## **Volunteer & In-Kind Manager**

### **Our Mission:**

The mission of Bread for the City is to provide vulnerable residents of Washington, DC, with comprehensive services, including food, clothing, medical care, and legal and social services, in an atmosphere of dignity and respect. We recognize that all people share a common humanity, and that all are responsible to themselves and to society as a whole. Therefore, we promote the mutual collaboration of clients, volunteers, donors, staff, and other community partners to alleviate the suffering caused by poverty and to rectify the conditions that perpetuate it.

At Bread for the City, we believe that volunteers are key partners in our work. Volunteers contribute their time, energy, and talents to help us build a more vibrant and prosperous community. Volunteers help us to expand our capacity and increase efficiency to maximize the resources our larger community has entrusted to us. The Volunteer & In-Kind Manager reports to the COO and provides strategic leadership to develop a holistic volunteer engagement program that supports our programs over two locations. The Volunteer & In-Kind Manager is responsible for the overall planning and direction of the volunteer program, including recruitment, screening, placement, orientation, training, and recognition of volunteers, as well as program-related communications and reporting functions. Additionally, the Volunteer & In-Kind Manager is responsible for collaborating with our Development and Finance teams to support our in-kind donation processes. The Volunteer & In-Kind Manager will exemplify the agency's promise to serve everyone with dignity and respect.

### **Responsibilities:**

#### **1. Program Supervision (staff)**

- Hire, supervise, train and motivate volunteer program staff (currently 2 FTEs)
- Coordinate weekly supervision meetings with program staff, and quarterly planning sessions
- Conduct bi-annual staff evaluations

#### **2. Program Supervision (volunteers)**

- Work to provide all volunteers with a positive and fulfilling experience at Bread for the City
- Implement volunteer orientation and training curriculum in keeping with program needs and professional guidelines
- Work with COO to develop and improve the volunteer program, including drafting and implementing new policies and procedures
- Work with staff to define new volunteer and internship opportunities, review current placements, and lead recruitment efforts to remain relevant to and meet staff and client needs
- Work with COO and Program Directors to track and measure goals, and identify necessary program modifications

- ❑ Establish regular volunteer acknowledgement features, such as monthly gatherings, newsletter articles, blog posts, thank you cards, etc.
- ❑ Lead and coordinate Holiday Helpings volunteer efforts, including planning, volunteer recruitment and food drives
- ❑ Build and maintain partnerships with corporations, religious institutions, schools and service groups and recruit pro bono partnerships as appropriate
- ❑ Oversee volunteer program record keeping and reporting in the Salesforce database: volunteer contact information, hours served, projects accomplished, and all required paperwork such as waivers, conduct code, etc.
- ❑ Review volunteer activities on a regular basis to manage and mitigate risk
- ❑ Conduct background checks for volunteers and interns on an as-needed basis

### **3. Event Coordination**

- ❑ Plan and manage annual volunteer appreciation events in partnership with the Development Department, including the Good Hope Awards and Volunteer Appreciation Week
- ❑ Organize large group volunteer opportunities on holidays such the National Day of Service, Martin Luther King Day, Earth Day, and so forth
- ❑ Plan, recruit and supervise 40+ volunteers for annual organizational fundraising gala
- ❑ Plan and coordinate special volunteer-led events, such as cooking demos, skill sharing, etc.

### **4. In-Kind Donations**

- ❑ Be agency contact for all food, clothing, toiletry and children books drives
- ❑ Work with Finance and Development Office to ensure that in-kind donations are recorded properly for auditing and fundraising purposes
- ❑ Acknowledge all in-kind donations
- ❑ Work with Food & Clothing Director to coordinate in-kind donation pick-ups, as appropriate
- ❑ Update and maintain in-kind donation wish list and Amazon wish list

### **5. Communications**

- ❑ Compose monthly blog posts highlighting volunteer projects, successful donation drives, partnerships, and so forth
- ❑ Actively use social media to recognize volunteer service and in-kind donations, as well as to recruit volunteers and solicit donations
- ❑ Compose agency newsletter articles
- ❑ Maintain online event calendar and other applicable web pages

### **6. Miscellaneous**

- ❑ Manage Volunteer Corps application process for programs
- ❑ In partnership with the Food Department, support Free Farmers' Markets, the Grocery Plus food distribution program, and sustainable agriculture initiatives
- ❑ Work with Medical Clinic Director to coordinate the professional credentialing process for new and ongoing volunteer healthcare providers
- ❑ Serve as the staff liaison for Bread for the City's volunteer Time Bank
- ❑ Assist with fundraising event implementation
- ❑ Conduct facility tours
- ❑ Attend outreach fairs
- ❑ Other duties as assigned

### **Must Have:**

- ❑ Minimum 2 years management experience

- ❑ Minimum 2 years volunteer coordination experience
- ❑ Extensive experience as a volunteer
- ❑ Ability to work with volunteers from all backgrounds in a professional and collaborative manner
- ❑ Strong oral and written communication skills
- ❑ Intermediate math and advanced computer proficiency
- ❑ Experience building systems to improve efficiency and quality
- ❑ Ability to work independently with attention to detail
- ❑ Strong organizational and problem-solving skills
- ❑ Strong time management skills and the ability to juggle multiple projects and set priorities to meet deadlines
- ❑ Patience, creativity, and flexibility
- ❑ Ability to work evenings and weekends regularly
- ❑ Experience managing a budget
- ❑ Experience with Salesforce or another contact management system
- ❑ Demonstrated commitment to social justice and racial equity as well experience working for and with low-income communities
- ❑ Valid driver's license required
- ❑ Ability to lift up to 30 lbs.
- ❑ Ability to stand for up to five hours and work outside (with volunteers at the Bread for the City orchard)

**Good to Have:**

- ❑ Bachelor's degree
- ❑ Certification in Volunteer Administration or Non Profit Management
- ❑ Experience with Blackbaud's Raiser's Edge or Financial Edge software
- ❑ Experience with WordPress and MailChimp
- ❑ Event planning experience
- ❑ Ability to speak Spanish, Amharic or Mandarin

*Bread for the City is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, sexual orientation, family responsibility, physical or mental disability, medical condition, status as a veteran, or any other category protected by applicable federal, state, or local law, except where a bona fide occupational qualification applies.*

**To Apply:**

Please email a cover letter that speaks to your interest and qualifications as well as a resume to Human Resources at [work@breadforthe-city.org](mailto:work@breadforthe-city.org) with "***Volunteer & In-Kind Manager***" in the subject line. No phone calls, please.