



Organization: Dare to Care Food Bank
Job Title: Director of Volunteer Engagement
Location: Louisville, Kentucky
Classification: Full Time

About Dare to Care: This year, 24 million pounds of food will be acquired by Dare to Care Food Bank from sources across the nation and within our community to provide 20 million meals to children and adults in 13 counties of Kentucky and Indiana. The staff works with approximately 3,500 volunteers to sort and prepare the foods for distribution at no cost to 250 partner agencies that pick-up food each week at Dare to Care's warehouse; in some cases, staff also makes deliveries to food pantries and kitchens.

Position Description: The **Director of Volunteer Engagement** provides leadership and support to ensure a volunteer program robust enough to meet the ever-changing business needs. Interfaces with all Dare to Care Food Bank departments and teammates. Advances Dare to Care's mission by engaging the public by providing an optimal volunteer experience to the thousands of individuals who support the mission through personal service. **Oversight of all volunteer services functions is the primary focus of this position.**

The ideal candidate is energetic, mission-driven, people-focused, adept with technology, and exhibits excellent interpersonal and communication skills.

The Director of Volunteer Engagement reports to the Chief Development Officer.

Primary Responsibilities:

- Recruit, interview, select, assign, train, motivate, evaluate, counsel and recognize volunteers to meet the varied and ongoing, evolving needs of the organization.
- Communicate regularly with volunteers through a variety of channels to ensure all volunteers are well-informed, trained, and engaged in the work of Dare to Care.
- Develop and execute a formal, volunteer recognition and stewardship program to ensure volunteers feel appreciated, valued, and connected to the mission.
- Maintain online volunteer registration and tracking program. Work closely with Fundraising Analyst to ensure high-quality and accurate volunteer information is well-integrated into the organization's database.
- Create Dare to Care Ambassador Program to increase capacity and outreach efforts. Promote, recruit, and maintain a strong, well-trained cadre of volunteers to staff Dare to Care Ambassador Program. Volunteer Ambassadors will assist the organization with, but not be limited to, providing food assistance, regularly scheduled tours and orientations, public speaking, volunteer database management, food drive coordination, and other tasks.
- Coordinate with staff and partners to assess volunteer needs and develop creative solutions to fill those needs.

- Develop regular volunteer reports to track progress and identify opportunities for growth/improvement.

Qualifications:

- Previous management or supervisory experience
- Knowledge of volunteerism and volunteer management practices
- Excellent organizational skills
- Experience developing and implementing project plans
- Excellent computer skills and a high comfort level with technology and social media
- Excellent communication skills (verbal and written)
- Experience in preparing and giving public presentations
- Ability to thrive in a collaborative, high energy work environment
- Have high integrity and moral character, supporting the mission, philosophy, values, and policies of Dare to Care Food Bank
- Maintain confidential information
- Represent Dare to Care Food Bank in a professional and ethical manner in accordance with the Association of Fundraising Professionals Code of Ethics with donors, volunteers, prospects and in all aspects of work in the community

Please send cover letter and resume to: Tami Garris, Human Resources Director, tami@daretocare.org