

# Volunteer and Program Coordinator Job Description

## About Food For Free

Food For Free is a Cambridge-based, non-profit organization dedicated to providing the Greater Boston community with reliable access to fresh and nutritious food. Food For Free accomplishes its mission through food rescue, partnerships with schools, colleges, and traditional food organizations, as well as our own direct service programs. In 2020, Food For Free distributed 6 million pounds of nutritious food to more than 40,000 people throughout Greater Boston.

## Summary

Food For Free is excited to be hiring a **Volunteer and Program Coordinator** who is passionate about food justice. This new role provides critical support for our programs that address hunger and food insecurity. Our *Healthy Eats Home Delivery* program, for example, delivers nutritious boxes of groceries to over 400+ households in Cambridge every other week, and our various K-12 school programs provide thousands of families with support for weekend food meals for children. The Volunteer and Program Coordinator position is a 40 hours/week salaried position and is mostly on-site at our new location in Somerville's "Inner Belt", with some flexibility for remote work. It is important to note that the schedule for this position is built around our *Healthy Eats Home Delivery* schedule. This means that The Volunteer and Program Coordinator role includes weekend work days from 8:30am-2:30pm every other Saturday and Sunday (except on holiday weekends).

- Work Days on Healthy Eats Home Delivery Weeks:
  - Wednesday, Thursday, Friday (8:30am - 4:30pm)\* start/end times can be flexible based on program schedules
  - Saturday, Sunday (8:30am - 2:30pm)\* 2 hours will be remote monitoring on-call line for volunteers
  
- Work Days on Non-Healthy Eats Home Delivery Weeks:
  - Monday- Friday, 8:30am-4:30pm\* start/end times can be flexible based on program schedules

## Areas of Responsibility:

- Healthy Eats Home Delivery Program:
  - Communicate with (typically by email) and assist (typically in-person) program volunteers
  - Coordinate on-site programming every-other Home Delivery "weekend" (Friday-Sunday)
  - Work closely with the Program manager to maintain client records, schedule drivers using an online database, and monitor the smooth operation of this critical food delivery program

- Conduct new client intake and communicate regularly (typically by phone) with clients, answering questions and troubleshooting special diet needs and missed deliveries
- Deliver emergency (typically missed) grocery boxes to clients as needed
- Cross-program support in volunteer management includes:
  - Welcoming and orienting volunteers at identified on-site programs
  - Working with other program staff to direct volunteer groups
  - Working with the Volunteer Manager to onboard new volunteers
  - Supporting the Program Manager in back-end logistics and food acquisition for Weekend Eats Programs for schools
- Data and Reports:
  - Work closely with the Program Manager to maintain accurate program records, compile data in timely manner, and run regular reports; training will be provided

### **Qualifications**

- Commitment to social justice, and food justice in particular
- 1-3+ years of experience managing or working with volunteers or similar public-facing experience
- Excellent interpersonal and/or customer service skills
- 1-2+ years experience working with Excel or Google Sheets; includes ability to read and create tables and schedules
- Fluency in a second language a plus, in particular Spanish or Haitian Creole
- Ability to “think on your feet” and problem-solve in the moment, keeping program goals in mind
- Must have driver’s license and clean record, strong preference for candidates with drivers license for 7+ years
- Experience leading groups of people (or students, children, etc.)
- A high level of self-organization and time-management skills
- Ability to identify, own, and work on projects through to completion
- Ability to work on your feet for several hours at a time
- Ability to lift 40 pounds repeatedly during a shift
- A professional demeanor and also a love for working with a diverse group of people

### **HOW TO APPLY**

Send a resume and cover letter to Program Director Stephanie Tyler Smith via email at [stephanie@foodforfree.org](mailto:stephanie@foodforfree.org) and please indicate where you saw this posting.

### **BENEFITS**

Food For Free pays for 75% of health insurance costs and offers generous paid time in the form of holidays, sick time, and vacation. Employees are also eligible to enroll in Food For Free’s 403b plan.

*Food For Free believes that society disproportionately hurts the most marginalized people in society — including people of color, people from working class backgrounds, women and*

*LGBTQ people. We believe that these communities must be centered in the work we do. Hence, we strongly encourage applications from people with these identities or who are members of other marginalized communities.*