

DIRECTOR OF VOLUNTEER RECRUITMENT & ENGAGEMENT

Reports To: Vice President of Operations

Supervises: Volunteer Program Coordinator

Position Summary

The Director of Volunteer Recruitment & Engagement leads the growth and development of Mobile Meals' volunteer program by recruiting, onboarding, training, engaging, and retaining volunteers who support the organization's mission. This position builds meaningful relationships with volunteers, community organizations, and corporate partners while providing strategic leadership to strengthen volunteer engagement, expand community involvement, and ensure a sustainable volunteer workforce.

Primary Focus

This position focuses on:

- Recruiting volunteers
- Onboarding and training volunteers
- Building volunteer engagement and retention
- Developing community and corporate partnerships
- Developing volunteer leadership roles
- Leading volunteer program strategy and continuous improvement

Essential Duties and Responsibilities

Volunteer Recruitment and Onboarding

- Respond to volunteer inquiries and guide prospective volunteers through the application process.
- Conduct volunteer interviews and determine appropriate volunteer placement based on organizational needs and volunteer interests.
- Coordinate volunteer onboarding, orientation, and organization-wide volunteer training.
- Assign volunteers to the appropriate department for scheduling and supervision.

Volunteer Engagement and Partnerships

- Develop and implement strategies that strengthen volunteer engagement and long-term retention.
- Coordinate volunteer recognition and appreciation efforts.
- Build and maintain relationships with community organizations, businesses, schools, churches, and other community partners to expand volunteer involvement.
- Develop and support coordinated volunteer opportunities with corporate and community partners.
- Maintain ongoing relationships with community and corporate partners to support long-term volunteer engagement and coordinated volunteer opportunities.

Volunteer Leadership Development

- Recruit, train, and support volunteer leadership roles.
- Provide guidance and resources that enable volunteer leaders to effectively support daily operations.
- Foster a positive volunteer culture that encourages leadership, teamwork, and service.

Volunteer Program Management

- Collaborate with department staff to identify volunteer needs and placement opportunities.
- Develop recruitment strategies to address recurring volunteer shortages identified through operational trends.
- Respond to escalated volunteer concerns and resolve complex volunteer issues.
- Maintain volunteer policies, procedures, and organizational standards.

Strategic Planning & Continuous Improvement

- Monitor volunteer recruitment, engagement, retention, and partnership trends.
- Prepare volunteer program reports and recommendations for leadership.
- Identify opportunities to improve volunteer processes, systems, and overall program effectiveness.
- Develop and manage an annual volunteer recruitment strategy that proactively builds a pipeline of volunteers to meet current and future organizational needs.

Qualifications

- Bachelor's degree in nonprofit management, communications, public relations, business administration, human services, or related field preferred.
- Three to five years of progressively responsible experience in volunteer management, community engagement, nonprofit program management, or a related field preferred.
- Demonstrated ability to build relationships, engage volunteers, and foster community partnerships.
- Strong leadership, communication, public speaking, and organizational skills.
- Ability to analyze data, identify trends, and develop strategic initiatives.
- Experience supervising staff or volunteers preferred.
- An equivalent combination of education and experience will be considered.