

West Side Campaign Against Hunger  
263W. 86<sup>th</sup> Street  
New York, NY 10024  
[www.wscah.org](http://www.wscah.org)

**Job Title:** Development and Volunteer Coordinator

**Status:** Full Time – Non Exempt

**Reports to:** Senior Director of External Affairs

**SUMMARY:** West Side Campaign Against Hunger is New York City's largest and most innovative emergency food pantry, set up as a supermarket, run as a customer cooperative, and committed to providing low-income people with healthy and nutritious food. Last year, West Side Campaign Against Hunger distributed nearly 1.7 million pounds of food that provided 1,015,164 meals to over 12,000 families in need. In addition, we provide comprehensive counseling and referral services. Last year, we enrolled 520 people in food stamps and 341 in health insurance, and found 154 people jobs.

**Description:**

Reporting to the Senior Director of External Affairs, the Development and Volunteer Coordinator oversees all aspects of the volunteer program and supports development operations.

Hours: Full-time, Monday to Friday. Applicants must be flexible about working early hours, evenings and weekends as volunteer and Development activities demand.

**Job Responsibilities:**

**Volunteer Administration:**

- Recruit volunteers as necessary through social networking, e-news, telephone calls and site visits
- Schedule and orient all individuals and school, church, and corporate volunteer groups
- Work with agency leadership to develop and track volunteer activities
- Plan volunteer activities in advance of arrival including communicating necessary information to participants
- Maintain and report on volunteer records, including applications and sign-in sheets
- Engage corporate volunteer groups and steward relationships

**Volunteer Operations**

- Lead volunteer orientation and support on-site supervision
- Supervise Americorps member
- Orient all new volunteers to WSCAH, roles, responsibilities and policies
- Working with WSCAH Directors, make sure new volunteers are oriented to policies, roles, and responsibilities
- Create, collect and enter data for regular volunteers as well as volunteer groups
- Coordinate and manage volunteer calendar
- Facilitate volunteer meetings and feedback systems
- Coordinate the Annual Volunteer Recognition Day and ongoing recognition and engagement of the volunteer community.

**Volunteer Planning**

- Manage the volunteer handbook
- Develop standard pantry tour/orientations and protocols

- Train staff as necessary in volunteer management
- Develop with Communications team supervision take-away materials for volunteers
- Develop guidelines for volunteer visits (schools, corporate groups, religious institutions, etc) with potential for tours by volunteers

Development Operations:

- Manage gift acknowledgement process in conjunction with the larger development team.
- Assist with development and volunteer event planning, organization, and logistics.
- Manage the annual appeals processes in conjunction with the larger development team.
- Assist with all in-kind acknowledgement and drives as necessary

Additional Qualifications:

- Associates or Bachelors degree
- 1-2 years work experience
- Calm and well-organized
- People person
- Exceptional communication and writing skills
- Ability and willingness to work on a wide range of projects
- High level of competency with computers and other office technology.
- Bilingual English-Spanish highly desired.

This job description is intended to convey information essential to understanding the scope of the position. It is not intended to be exhaustive list of skills, efforts, responsibilities or working conditions associated with the position.

Rev 10-2018