



Volunteer Services Manager (VSM) is a full-time staff member providing structured support and leadership to 2,000+ annual volunteers, including kitchen, nightly dinner Advocate/Ally teams, and STOP Outreach/In-Reach teams serving street youth in the University District of Seattle. If you are a practical, grounded individual with kitchen experience who values timeliness, a strong verbal and written communicator, has an interest in curriculum, is a resourceful servant leader with a passion for sustainable food, nutrition, community alliances, youth, and want to be a key member of a small team, we welcome your interest. Teen Feed is seeking a recruiter, educator, trainer, scheduler and relationship manager: a superstar at balancing administrative and on-site work. VSM is highly organized and flexible, with cheerful maturity and clear professional boundaries. This thrifty, resourceful human works with little supervision partnered with a small but mighty staff team addressing barriers to food instability through our mission of nightly meals, basic needs supplies, and outreach. Successful candidates have managed others, are self-starters with the capacity for high-volume volunteer management, systems creation, and have exposure to customer service and wait-staff meal prep/service experience. This role embraces diversity, equity, and inclusion, champions a strong organizational social justice roadmap, and values both youth and staff input. This position is 40% on-site after initial training and allows for moderate schedule flexibility, with ability to work periodic evenings, weekends, and holidays in-person required. This position reports to the Administrative Director (AD), and is **40** hours per week on average, non-exempt. Annual salary is \$62,000 (includes healthcare stipend).

Job Description - Teen Feed Volunteer Services Manager Essential Duties

Volunteer Management & Administration - Primary (60%)

Volunteer Management

- Serves as the primary staff liaison for ALL volunteers including nightly kitchen teams, direct service volunteers (adult and teen volunteers: Advocates, Allies, Outreach, Inreach, Kitchen Leads), administrative/special projects volunteers, volunteer service groups, and educational interns.
- Sets and maintains reliable hours, with a portion of these hours enabling VSM to actively assist the evening dinner program and on-call support for Kitchen Program **Seasonal ebb and flow: increased on-site coverage support needed during the winter holiday season + summer months*
- Maintains an active presence at the Teen Feed Meal Program and volunteer service events. Functions in a primary role in planning service events, managing volunteer program coverage, and providing in-person leadership.
- Manages through others— manages by proxy, and empowers others. Promotes onboarding volunteer corps representative of organizational Core Values and diverse identities, builds meaningful relationships with volunteers and community partners through recognition and motivational activities. Recognizes and perpetuates the potential for further philanthropic engagement with volunteer corps.
- Leads recruitment and sourcing of key community members/organizations to participate as meal teams, direct service volunteers (Advocates, Allies, Outreach, Inreach, Kitchen Lead, Kitchen Support, interns), and service event groups. Holds primary responsibility for responding to general volunteer inquiries.

Volunteer Administration

- Authors all monthly volunteer schedules and/or oversees delegation of monthly volunteer schedules to corresponding program lead, and training assignments that impact volunteers.
- Systematizes electronic volunteer paperwork and files tip to toe, utilizing both Salesforce and Google Drive, and participates in administrative team activities such as Stoplight.
- Maintains volunteer listservs via Google Suite/Admin Console, and supports AD and Admin Team with administrative planning, troubleshooting, and continued Salesforce development.
- Develops and oversees written materials for all volunteer opportunity sheets, volunteer position descriptions.
- Collaborates with the Administrative Director, Program Services Manager, Kitchen Coordinator, and pertinent interns/volunteers regarding development of volunteer training/educational curriculum.
- Effectively executes data collection and system invention via the Salesforce database system for volunteer, donor and partner tracking and evaluations (*initial training provided. Maintains administrative responsibility for volunteer metrics, monthly board and end-year reports*).
- Supports the Kitchen Coordinator to guide volunteer meal teams in thrifty food sourcing and nutritious menu planning, issuing monthly program schedules for kitchen program volunteers (meal team, kitchen leads, kitchen support).

Community/Development Outreach, Leadership & Diversity (30%)

- Represents Teen Feed (or recruits/trains volunteer team) at: volunteer outreach/recruitment events, community events, advocacy opportunities, professional development opportunities, and donor events; shares Teen Feed services and missions with the community.
- Actively promotes philanthropy including outreach to corporate groups and businesses to leverage connections and promote: volunteer hours matching, in-kind donations, corporate volunteerism grants, and corporate foundation connections (supported by Executive Director).
- Attends and mindfully participates in operational meetings: weekly Management, weekly Admin, bi-weekly Operations meetings, periodic Coordinator and All-Staff meetings and off-sites.
- Leads volunteer meetings in collaboration with the Kitchen Coordinator, including annual All-Kitchen Meeting/Mixer and periodic volunteer appreciation events.
- Holds regular 1:1 check-in meetings with all staff, interns, and lead volunteers under their direct supervision.
- Directly supervises the Kitchen Coordinator (full-time) position, in the following areas including but not limited to:
 - ❖ supports KC professional development and management of kitchen program/volunteers, training, and on-site curriculum development

- ❖ thrifty product sourcing, food/product donor partnerships, food pickups, and attendance/participation at monthly partnership meetings (MPC, KCFS, Food Lifeline, Community Fridge)
 - ❖ continued adoption of HER guidelines and trauma-informed nutrition menu planning guidance initiative for volunteers
 - ❖ nightly execution of food service contracts, and active voice in contract creation (ex: ROOTS meals)
 - ❖ production of quarterly volunteer newsletter (with light support from Admin Director).
- Demonstrates initiative to actively promote anti-racism, anti-oppression, cultural competency, trauma-informed care, harm reduction, and an understanding of the impacts of these topics on the Teen Feed mission and volunteer training.
 - Contributes content to grant proposals and social media.
 - Is a team-player who is patient communicating with a variety of learning and communication styles.
 - Collects best practices from community partners that work for Teen Feed and prevent redundancy.
 - VSM will represent **volunteer** voices in Teen Feed operational and organizational strategic planning issues.

Systems Creation, and Training Facilitation (10%)

- Applicant is genuinely excited about systems creation, and bringing the rest of the org along with the implementation and feedback of said new or updated systems
- Applicant is skilled and passionate about developing and/or streamlining systems and staff training support around but not limited to:
 - ❖ Multi-level organization-wide volunteer recruitment (fostering volunteer recruitment at multiple levels of the org: peer-to-peer, staff, and Board members all recruiting volunteers, community partners, and potential donors on a rolling basis) (supported by the Executive Director)
 - ❖ Department-level volunteer management for all Teen Feed programs and volunteers (guest-facing, kitchen program, admin/special projects)
 - ❖ Collaborates to streamline org-wide on-call system for FT staff to sustainably support Teen Feed's 365 programming
 - ❖ Continued curriculum development: volunteer training + enrichment, co-management of remote training site with Administrative Director
 - ❖ Collaborates with other staff to train Dinner Engagement Coordinator team on pre-brief pop-up trainings to support volunteers and staff
 - ❖ Increased volunteer appreciation, and building these events into annual operational calendar
 - ❖ Recruitment of reliable, assertive volunteers who can be managed by proxy, who will take independent ownership of delegated tasks: leading Outreach shifts, event tabling, event management (volunteer appreciation), and volunteerism admin projects (volunteer inquiry support, promotional materials, social media content creation, etc.)

Desired Skills & Qualifications

- Excellent interpersonal skills, reliable, with a high degree of personal integrity. Juggles priorities with empathy, and superb administrative and organizational talents. A project manager, self-motivated working with minimal supervision.
- Ability to think quickly, move swiftly, be diplomatic and multi-task proactively with excellent professional boundaries. Capacity to inspire and motivate others, with a versatile, mature and non-judgmental approach.
- Flexible, can “roll with it” attitude and is able to balance all types of personalities when problem solving. Ensuring consistent quality of program services while simultaneously facilitating the collective volunteer experience to be positive and meaningful.
- Is an active, contributing team player who values transparency, equity of talent, and a willingness to cross-train. Must be willing to cooperate in a team and accept feedback. This position encourages individual growth as well as a commitment to continued education and demands autonomy.
- Preference given to self-starters and those with project management, systems creation, kitchen/industry/waitstaff, and administrative assistant backgrounds, excellent writing and organizational skills and knowledge of Salesforce and Google Suite.
- Desire and/or ability to work well with diverse populations, including youth of color and LGBTQ+ youth. Bilingual, multilingual and non-traditional candidates desirable, not required. Helpful (not required) attributes: Background in curriculum development, training facilitation, Harm Reduction, Motivational Interviewing, Trauma-informed Care, past wait-staff meal prep/service experience.
- We welcome racially diverse and bilingual candidates as well as those seeking an understanding of poverty and oppression.
- Undergraduate degree helpful, not required (experience considered equally)

Job Requirements

- Ability to obtain Washington State Food Worker card
- Valid Washington State Driver’s license
- Ability to pass Washington State Background Check
- Ability to lift/carry 40+ pounds regularly
- Ability to sit/stand as needed, ability to stand/walk for 4+ hours frequently
- Stairs required, carrying 40+ lbs up/down stairs somewhat frequently
- Ability to work periodic evenings, weekends, and holidays in-person