

**\*Member Job Description Example\***



**Program:** Meals on Wheels of Asheville & Buncombe County (MOWABC)

**Position Title:** Volunteer Specialist

**Hours:** 35 Hours/Week

**Reports to:** Debbie Sprouse, Executive Director

**Schedule:** Monday through Friday from 8:00 AM to 3:00 PM

**Office Location:** 146 Victoria Road, Asheville NC 28801

**Position Summary**

Meals on Wheels of Asheville & Buncombe County delivers hot, prepared meals to nearly 500 homebound seniors each weekday with an emphasis on alleviating food insecurity and isolation while promoting independence.

The Volunteer Specialist will help build a base of engaged volunteers dedicated to serving the nutritional and social needs of homebound seniors in Buncombe County.

**Essential Functions**

The Volunteer Specialist (VS) will work directly with onboarding new volunteers for meal delivery; support volunteer groups looking for a “one day of service” volunteer project; and coordinate volunteers for special projects to include summer produce bag assembly, grocery bag assembly, meal prep support, etc.

The VS will be responsible for accurately recording a variety of data points relating to new volunteers and program impact.

The position will research best practices related to volunteer programs, recognition efforts and CRM databases to help drive decisions to continuously grow and elevate the volunteer program at MOWABC.

**Responsibilities**

- Receive and respond to all new volunteer applications.
- Coordinate and conduct new volunteer tours, training and orientation.
- Accurately enter new volunteer information into the Volunteer CRM.
- Follow up with new volunteers after first day to ensure a smooth acclimation.

- Update volunteer training materials and website regularly to keep information fresh and timely.
- Research a variety of best practices related to volunteer programs, recognition efforts and CRM's to assist with future decisions for the volunteer program.
- Assist in collecting data related to volunteers, program impact, surveys, etc.
- Deliver meals as needed in absence of a volunteer.
- Coordinate "service day" volunteer activities for groups seeking engagement with MOW.
- Coordinate volunteers for special projects (i.e. summer produce bag assembly, grocery bag assembly, kitchen meal prep, etc.).
- Assist volunteers, seniors and staff as needed in daily operations.
- Support the Volunteer Coordinator as needed. The Volunteer Coordinator is responsible for the daily management/volunteer coverage of the 41 different meal delivery routes covering over 800 square miles of Buncombe County serving nearly 500 homebound seniors. The VC also finds substitute volunteers when the regular volunteer is unable to deliver due to vacation, travel, illness, etc.

### **Qualifications**

- Detail-oriented, reliable and independent.
- Excellent communication skills both verbal and written.
- Experience with Word, Excel, Outlook and Zoom.
- Valid North Carolina Driver's license, proof of auto insurance, clean driving record and reliable transportation
- Undergraduate degree.
- Compassion for seniors and a desire to alleviate food insecurity and isolation.

### **Experience and Requirements:**

***See above***