



Our vision is a Manitoba where no one goes hungry. We operate the largest community food network in the province to alleviate hunger, promote access to nutritious foods, and help support healthier living for Manitobans in need. Join our Crew and help us nourish our communities.

VOLUNTEER SERVICES MANAGER

Full-Time, Permanent

As a key member of the Volunteer Services team, you will play a central role in shaping our future success. We are seeking an outgoing Full-Time Volunteer Services Manager that will lead our team. As a Volunteer Services Manager you will be overseeing the work of the Volunteer Services Associates and collaborating across all internal departments to understand and support the volunteer requirements for the organization. This role's primary objective is to provide a meaningful volunteer experience. The work of this position directly impacts the volunteer experience from recruitment and recognition stages all the way to retaining our valued volunteers.

RESPONSIBILITIES:

- **Effectively manage and develop the Volunteer Services team. This includes strategic recruitment, effective performance management, planned professional development opportunities, motivation, and retention.**
- **Provide active and highly visible leadership to the CREW and ensure all employees and volunteers are reaching their full potential. Ensure expectations are clear through numerous communications methods—in person, communication boards, email, etc.**
- **Manage all administrative and operational functions related to scheduling, planning, assessment, record keeping, reporting, programs, etc.**
- **Assess and further develop the volunteer experience, ensuring: the recruitment, assessment, orientation, and successful placement of volunteers within their ability and time commitment level; a smooth flow through the volunteer process; the engagement and satisfaction of volunteers leading to increased retention.**
- **With the team, process volunteer applications (individual and group), including special requests and initial set up activities, which includes communicating expectations, guidelines, rules, and program best-practices, developing procedures, training (initial and ongoing) and any other areas where support and assistance is required.**
- **Liaise with the various departments to ensure their volunteer needs are met, to communicate the needs of your team and to ensure proper training and safety standards are maintained by each team.**
- **Provide guidance to the Volunteer Services team toward the resolution of issues and complaints from volunteers, groups, agencies, clients, or the public, stepping in as required to provide a swift and appropriate resolution.**

QUALIFICATIONS:

- **A strong belief in the dignity of all human beings and a positive and caring approach.**
- **Post-Secondary education in Volunteer Management or other applicable disciplines is an asset.**
- **Five or more years of experience managing the professional development of a team and supporting their day-to-day objectives and activities is strongly preferred.**
- **A proven working knowledge of volunteer management principles, including but not limited to recruitment, training, retention, and recognition of volunteers.**
- **Experience managing and mentoring others within a diverse workforce (paid & unpaid) with various cultural, physical, and mental abilities, socioeconomic backgrounds, etc.**
- **Ability to influence and motivate internal and external stakeholders toward action.**
- **Proven ability to take charge and develop effective solutions under pressure.**
- **Persuasive and compassionate interpersonal, written, and oral communications skills.**
- **Strong organizational and administrative abilities, including managing complex databases and reporting.**
- **Strong working knowledge of the Microsoft Office Suite, particularly Word and Excel.**
- **A demonstrated collaborative approach and an interest in supporting the organization and its CREW.**
- **Valid Class 5 driver's license and access to a reliable vehicle is required.**

Evening and weekend shifts will be required as business levels dictate.

Think you have what it takes to join our outstanding CREW? Let's talk.

To learn more about this opportunity, visit: HarvestManitoba.ca/join-our-crew/

Application Instructions:

Apply on Indeed or send an email with your cover letter, stating salary expectations, and résumé to HR@harvestmanitoba.ca

We thank all candidates for their interest, however only those selected for an interview will be contacted.

Thank you for your interest in Harvest Manitoba.