

## **MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

Pacoima, CA 91331

**Phone** | 818.896.0246

**www.MendPoverty.Org**



### JOB DESCRIPTION

**POSITION TITLE:** Volunteer Engagement and Admin Support Specialist

**FSLA STATUS:** Non-Exempt

**REPORTS TO:** Program Director

**LOCATION:** Onsite

**WAGE:** \$24-26 hour, 32/38 hours per week

#### **ABOUT MEND:**

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through our more intensive services and programs.

**JOB SUMMARY:** Under the direct supervision of the Program Director, the Volunteer Engagement & Admin Support Specialist is responsible for managing all aspects of onboarding MEND Volunteers including recruiting, orienting, matching, and providing support throughout their volunteer experience with MEND. Responsibilities also include providing on-site support and hospitality for volunteers. The Specialist is additionally tasked with maintaining the volunteer database, developing high-quality volunteer opportunities, and supports special events. Finally, the Specialist provides administrative support to grant-funded projects including appointment setting, event support, and purchasing.

#### **ESSENTIAL FUNCTIONS:**

##### Volunteer Engagement

1. Serve as primary contact and liaison for community volunteers including individuals and groups, organizations; assist staff in planning, scheduling, and coordinating volunteer activities and provide support and hospitality.
2. Review applications, screen, interview, assess interest/skills of and match volunteers with appropriate opportunities. Manage comprehensive orientation process for new volunteers; update and implement volunteer program policies and procedures.
3. Oversee MEND's Volunteer Management Platform, Galaxy Digital, including creating/updating volunteer profiles, monitoring program volunteer's hour approvals, and producing general reports.
4. Create robust volunteer opportunities for individuals and groups to support agency activities, including key special events to amplify MEND's mission.
5. Evaluate and mitigate risks associated with volunteer positions and ensure controls are in place to protect volunteers, programs, the organization, and community.

6. Support staff to work effectively and cooperatively with volunteers in their area of focus. Work closely with staff to develop volunteer opportunity descriptions and level of volunteer staffing needed.

#### Administrative Support

1. Oversee MOU document completion, filing, tracking, and renewal for agency.
2. Support grant funded projects with administrative tasks such as
  - a. Securing quotes from multiple vendors, preparing, and completing purchase request forms, placing orders and updating expense trackers.
  - b. Supporting during onsite events including overseeing the distribution of incentives.
  - c. Performing accurate data entry in a timely manner, reviewing discrepancies, and assisting in collecting data to support monthly reports
  - d. Sharing information about MEND activities with community agencies.
3. Interact with community members to receive and schedule appointments for service navigation/referrals, complete appointment reminder and follow-up calls.
4. Support in organizing and recording donated supplies.
5. Other duties as assigned.

#### **QUALIFICATIONS:**

- Bachelor's degree preferred or a combination of skills and experience
- Excellent written and verbal communication skills, Bilingual English and Spanish strongly preferred
- Enthusiastic team builder with strong leadership skills including relationship building, event planning
- Experience with a volunteer management platform or database management system
- Experienced problem solver
- Action oriented, flexible, and innovative
- Excellent customer service and people skills, especially in working with volunteers
- Ability to work cooperatively with different types of personalities in a fast-paced environment, sometimes under pressure
- Flexible, proactive, resource and efficient, with a high level of professionalism and confidentiality
- Excellent skills in office procedures, organizational skills and ability to multi-task; attention to detail, including good follow-through and ability to work independently while meeting deadlines
- Must have tolerance for high traffic and interruptions
- Reliable automobile, valid driver's license and car insurance as required by law

**TIME COMMITMENT:** Full time 70 hours per bi-weekly pay period; may include some evening and weekends and local travel.

All positions contingent on continued funding.

All employees on County-funded programs must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

To apply, please submit cover letter and resume to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org) by March 22, 2024. Position open until filled.

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE, is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

#### Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

#### Core Values

- Excellence in programs, outcomes, and operations
- Informed, holistic approaches through active listening and credible messengers
- Integrity in our actions, building trust in our community and donors
- Transparency and integrity in all we do
- Dignity & respect for those we serve and each other

#### Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage paid at 50% by employer; Vision coverage paid for by employee. May elect to purchase a PPO plan or obtain coverage for eligible family members at their own cost.
- 10 days of sick leave granted annually (pro-rated for part-time employees); ability to carry over up to 70 hours of unused sick time.
- MEND provides vacation benefits to all full-time and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrue vacation at a rate of 2 weeks per year.
- Option to participate in employer sponsored 403B retirement plan.
- 13 paid days off: 11 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values. MEND is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.