

Job Title: Volunteer Director

Reports To: Chief Executive Officer (CEO)

Salary: Starting at \$65,000 annually

Schedule: Full-time, with occasional evenings and weekends as needed

About Meals on Wheels of Mercer County

Meals on Wheels of Mercer County is committed to supporting the health, well-being, and independence of seniors and individuals in need through the delivery of nutritious meals and friendly visits. Volunteers are at the heart of our mission, and we're looking for a strategic, people-focused leader to help us grow, strengthen, and support this essential workforce.

Position Summary

The Volunteer Director is responsible for the strategic direction, development, and daily management of the volunteer program at MOWMC. This leadership role oversees the full lifecycle of volunteer engagement, from recruitment and onboarding to training, retention, and recognition aligned with our mission and service goals. In addition, the Director will spearhead community outreach initiatives to grow and diversify the volunteer base. This includes cultivating partnerships with local businesses, schools, faith-based groups, and civic organizations, as well as representing MOWMC at public events, speaking engagements, and networking opportunities to enhance visibility and community support.

Key Responsibilities

- **Volunteer Recruitment & Outreach**

- Develop and execute strategies to recruit a diverse and reliable volunteer base.
- Build partnerships with local organizations, schools, faith groups, and corporations.
- Represent Meals on Wheels of Mercer County at community events, volunteer fairs, and public speaking engagements.

- **Volunteer Retention & Recognition**

- Foster a positive and inclusive volunteer culture.

- Design and manage appreciation programs, recognition events, and communication strategies to retain volunteers.
- Regularly gather feedback and implement improvements to the volunteer experience.
- **Training & Supervision**
 - Oversee onboarding and training processes to ensure volunteers are well-prepared.
 - Create training materials and manuals to maintain service quality and safety standards.
 - Address concerns, resolve conflicts, and maintain volunteer compliance with organizational policies.
- **Program Management & Reporting**
 - Maintain accurate records of volunteer hours, assignments, and compliance.
 - Monitor volunteer engagement metrics and produce regular reports for leadership.
 - Collaborate with program staff to forecast volunteer needs and align scheduling.
- **Leadership & Strategy**
 - Develop long-term volunteer engagement plans in alignment with organizational goals.
 - Supervise volunteer coordinators or support staff as applicable.
 - Stay informed of best practices in volunteer management and apply them to improve program effectiveness.

Qualifications

- Bachelor's degree in nonprofit management, communications, social work, or a related field (Master's preferred).
- Minimum 5 years of experience in volunteer management, community outreach, or nonprofit leadership.
- Demonstrated success in recruiting and retaining large, diverse volunteer groups.

- Exceptional communication and interpersonal skills.
- Strong organizational, project management, and problem-solving abilities.
- Ability to work occasional evenings and weekends for events or volunteer support.
- Experience with volunteer management software.