

**Aurora Area Interfaith Food Pantry  
Volunteer & Outreach Manager  
Job Description**

**General Description**

The Volunteer & Outreach Manager is responsible for the recruitment, retention and training of volunteers to serve at the Aurora Area Interfaith Food Pantry. This position is also responsible for coordinating the Court Ordered Community Service project with the Pantry's partners in the Illinois court system. This position shall develop, execute and steward the Pantry's outreach efforts in the community to educate others about the organization's mission. This is a great opportunity to work with dynamic and passionate people in a casual environment. This position reports directly to the Director of Operations.

**History of the Organization**

The Pantry was founded in 1981. An economic downturn had led to a growing number of people seeking food assistance, often through local churches. Unable to accommodate the growing need, these churches worked with local leaders to help establish a larger community pantry to assist those struggling to make ends meet. The collaboration of people of all faiths – and a desire to serve those in the city of Aurora and beyond – led to the forming of the Pantry.

For decades, the Pantry operated from offices shared with a local homeless shelter. With the need for basic services in Aurora growing substantially during the 2008 recession, it became evident that a larger space – both for food storage and grocery distribution – was needed. With the support of the community, government agencies, and local foundations, Aurora Food Pantry moved to its present location in November 2013. The 18,000 sq. ft. space (six times larger than the previous site) radically improved the distribution process, with benefits including:

- Visitor/guest-choice market with refrigerator cases and permanent shelving
- A comfortable, indoor waiting room with children's play area
- Large storage warehouse with docks for safely unloading deliveries
- Increased refrigerator and freezer space to store fresh foods

Today, the Pantry is one of the largest food pantries in Illinois, distributing 3.3 million pounds of food each year to 19,000 unique individuals. With a staff of 10, a crew of over 500 volunteers, and countless community partners, Aurora Food Pantry is dedicated to ending hunger in our community by providing nutritious food in a humanitarian and compassionate manner.

**Duties & Responsibilities**

The duties and responsibilities of this position shall include, but not be limited to:

- Maintain database of community trained volunteers who serve at the Pantry
- Prepare and lead community volunteer orientation and training
- Coordinate and manage community trained volunteers on site Develop and execute fun and thoughtful programming for community trained volunteers including educational lectures, networking and social gatherings
- Plan and coordinate an annual volunteer appreciation event
- Develop an annual stewardship plan to celebrate each volunteer
- Be the point of contact for all court services departments for court ordered community service program
- Review, audit and approve all applications for court ordered community service at the Pantry
- Maintain database of court ordered community service volunteers and all accompanying paperwork
- Prepare and lead court ordered community service orientation and training
- Prepare and lead programming for court ordered community service volunteers that is inspiring and thought provoking
- Coordinate and manage court ordered community service volunteers on site at the Pantry

- Develop annual outreach calendar both in the Pantry and in our community that includes church presentations, community presentations, booths, fairs and festivals in order to educate people about the Pantry as well as to recruit new people to join our mission
- Otherwise assist fellow team members with whatever duties and responsibilities are necessary to execute the mission, vision and values of the organization

## Requirements

All interested candidates should have:

- Four year college degree or commensurate experience
- At least 2 years experience managing, training and recruiting volunteers
- At least 2 years experience in the non-profit sector
- Excellent communication skills both written and verbal
- Experience developing volunteer programming
- Experience with Microsoft Office products including but not limited to Excel, Word and Power Point
- Experience with electronic communication programs like Mail Chimp or Constant Contact
- Experience using social media as a communication and outreach tool
- Experience attending fairs, festivals and other community events for outreach and recruitment
- Great positive attitude with a strong desire to help and serve others
- Ability to work collaboratively in a team environment
- High level of accountability and ability to work independently

## Compensation & Benefits

- BCBS of Illinois Health Insurance Plan
- Retirement Benefits
- Vacation and Paid Time Off
- Flexible Schedule
- Compensation determined by level of experience

## How to Apply

All interested candidates should email the following to [cbattista@aurorafoodpantry.org](mailto:cbattista@aurorafoodpantry.org). Absolutely no phone calls please.

- Cover Letter
- Resume
- Three References
- Salary History



*The mission of Aurora Area Interfaith Food Pantry is to help end local hunger by ensuring that everyone has access to enough nourishing food, thereby helping our overall community stay healthy and productive.*