

Mobile Meals of Southern Arizona Careers

Program & Volunteer Director

Tucson, AZ

Full-time

Salary: \$50,000.00 to \$65,000.00 /year

Classification Exempt

Reports To Executive Director

Note: While this is an Exempt position, staff may be asked to track hours for the purposes of grant reporting and billing requirements.

JOB DESCRIPTION

Summary/Objective

The Program & Volunteer Director provides leadership for Mobile Meals of Southern Arizona's (MMSA) program activities. The position is responsible for program implementation, evaluation, and reporting; volunteer recruitment and management; and program staff supervision. The P&V Director serves as a key member of the Mobile Meals of Southern Arizona Leadership Team and works in close collaboration with the Executive Director (ED), Finance Team and Director of Development.

Essential Functions

Program Management

1. Brings a vision for program growth and improvement to the work they do.
2. Spearheads systems change to improve client services.
3. Works with the Executive Director to develop annual program goals and support long-term strategies for growth and sustainability.
4. Supports the Board of Directors and Executive Director by ensuring that the mission, vision, policies and procedures are implemented.
5. Prepares accurate program reports for the Executive Director, partners and funders.
6. Creates, distributes, and analyzes annual volunteer and client satisfaction surveys.

7. Understands and participates in the annual budgeting process, coordinated by the Executive Director.
8. Represents MMSA at relevant community events and develops relationships with current and prospective program partners, businesses and community groups to increase public awareness of client services and volunteer opportunities.
9. Maintains an effective working relationship with a variety of public, private, and community-based organizations, as well as other staff and community volunteers.
10. Supervises direct reports to ensure timely, high-quality client services.

Volunteer Management

1. Identifies and implement strategies to recruit, deploy, and retain program volunteers.
2. Ensures all volunteers have been properly trained, vetted, and recognized.
3. Schedule and facilitate all New Volunteer Orientations.
4. Works with respective staff to complete volunteer background checks and schedule “Ride-Alongs” with staff and/or experienced volunteers.
5. Ensures all current and potential volunteers are adequately supported; responds in a timely and professional manner to requests for information and/or driver coverage.
6. Ensures that all client and volunteer records are current and accurate in all applicable files and databases, including proof of automobile insurance.
7. Attends monthly partner/coalition meetings relevant to the position, such as Neighborhood Care Alliance.
8. Coordinates accurate and timely submission of monthly/annual paperwork for volunteer mileage reimbursement via Pima Council on Aging.

Client Services

1. Works with the Executive Director to implement new strategies when needed to keep client enrollment at or above 85% capacity.
2. Works with assigned client interviewers and dietician to complete new client enrollment as quickly as possible to aid in client retention.
3. Completes weekly client assignments/reassignments to delivery routes to maximize service capacity.

4. Verifies and communicate weekly client diet lists to contracted meal preparation sites.
5. Ensures ongoing communication with kitchen staff related to changes in client service status (new client starts, temporary or permanent cancellations, etc.).

Key Competencies

1. Personal, Professional, and Behavioral Integrity
2. Results and Goal-oriented
3. Customer Service/Volunteer Relations
4. Project & Time Management
5. Understanding of Nonprofit Structure sand Roles (Board, CEO, Staff)
6. Verbal and Written Communication Skills
7. Teamwork and Collaboration
8. Social Media Savvy
9. Outreach
10. Strategic Thinking

Supervisory Responsibility

This position supervises assigned paid and/or unpaid personnel, including Program and Volunteer Coordinators, office support volunteers, drivers, schedulers, paperwork liaisons, client interviewers, and AmeriCorps members.

Work Environment

This job operates primarily in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. Sometimes staff may be asked to assist with daily meal delivery to clients' homes, which necessitates traveling by car and walking outside in occasional extreme heat.

Other Duties

This description describes the principal functions of the job as identified, and shall not be considered a detailed description of all work requirements that may be inherent in the job or otherwise assigned by the Executive Director. Duties, responsibilities, and activities may change at any time, with or without notice.

Position Type/Expected Hours of Work

This is a full-time position. Weekend or evening hours may be required. MMSA is an Arizona nonprofit corporation and complies with State of Arizona At-Will Employment requirements.

Travel

Some out-of-the-area and overnight travel may be expected.

Minimum Qualifications

1. Bachelor's degree in public health, nutrition, social work, or related field.
2. Five years of work experience- including 2 years of staff supervisory experience.
3. Experience managing volunteers.
4. Understanding of Best Practices in client services and/or volunteer management.
5. Ability to engage the external community, communicate effectively with people from diverse backgrounds, and represent the organization in a positive, professional manner.
6. Ability to work independently, take initiative, and be resourceful.
7. Understand human resource, staff development, and corrective action policies of MMSA.
8. Ability to prioritize and manage multiple projects to meet deadlines and achieve results.
9. Demonstrated interpersonal, verbal, and written communication skills.
10. Excellent computer skills including Microsoft Office and relational databases.
11. Current, valid Arizona Driver's License, auto insurance, reliable car, safe driving record.
12. Ability to pass a criminal background check.

Preferred Qualifications

1. Bilingual, English / Spanish, verbal and written.
2. Knowledge of related community resources and programs.
3. Understanding of chronic health conditions and the role of nutritional support.
4. Master's Degree.

AAP/EEO Statement

Mobile Meals of Southern Arizona, Inc. is an Equal Opportunity Employer, extending equal opportunity to all individuals without regard to race, religion, ethnicity, gender, sexual orientation, national origin, age, disability, or veteran status.

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