



## **Open Arms of Minnesota Job Description: Director of Volunteer Program and Engagement**

### **Organizational Summary:**

**Open Arms of Minnesota (OAM)** is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our two state-of-the-art kitchens, OAM staff members and more than 6,400 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own 5 Open Farms urban garden locations. Volunteers deliver meals throughout the Twin Cities metro area to approximately 3,600 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. In addition, families in need throughout Minnesota receive meals shipped to them weekly. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit [www.openarmsmn.org](http://www.openarmsmn.org)

**Open Date:** June 23<sup>rd</sup>, 2025

**Closing Date:** Until filled

**Position Overview:** This full-time salaried position contributes to the fulfillment of Open Arms' mission by leading both the day-to-day operations and strategic development of Open Arms' exceptional Volunteer Program. The Director of Volunteer Program and Engagement will manage and oversee a very unique, highly relational and operations-critical volunteer program. Working in close collaboration with the Chief People Officer, the Director will shape a volunteer experience that is welcoming, mission-centered, and inclusive. The person in this role will also lead strategic initiatives to expand and enhance volunteer engagement, community partnerships, and the program's alignment with organizational needs. The Director also serves as a visible and engaged presence across Open Arms' sites, cultivating meaningful relationships with volunteers, staff, and community partners.

As with all OAM staff positions, this position is responsible for helping ensure all stakeholders, especially volunteers and interns, have an exemplary experience during all interactions with Open Arms, and is expected to consistently maintain a high level of customer service to all guests, clients and fellow team members.

### **Primary Job Responsibilities:**

#### Program Leadership and Operations

- Ensure a consistent, volunteer experience of the highest quality that reflects Open Arms' values of community, compassion, and hospitality.
- Lead daily operations of the Volunteer Engagement Department to ensure all program shifts are filled and aligned with operational needs.

- Ensure that both the organization's operational needs are met, and the unique, exemplary volunteer experience is nurtured.
- Oversees the development and implementation of systems to screen, train, schedule, retain and recognize volunteers to best support the mission, purpose, and strategies of OAM.
- Create and maintain volunteer policies, procedures, and standards of conduct, ensuring a positive, safe and inclusive environment for all volunteers.
- Coach and empower the Volunteer Engagement staff to ensure that the needs of volunteers are met, frequent and genuine recognition is given, and volunteers understand their importance and connection to the organization.
- Work with cross-departmental leadership to assess the need for volunteers and effectively deploy them, ensuring that all departments, functions, and events within the organization have adequate volunteer support.
- Enhance the organization's internship and skilled-volunteer programs.
- Continually assess volunteer program experiences and processes and implement changes to facilitate growth and improvement.

#### Volunteer Community Engagement

- Lead with a relational approach, ensuring volunteers are known, appreciated, and connected to the impact of their work.
- Serve as a relational ambassador to the volunteer community, regularly engaging with volunteers onsite and at events.
- Foster an environment of belonging and appreciation through informal connections and formal recognition.
- Cultivate relationships with local community partners and businesses to grow volunteer pipelines and expand community presence.
- Engage volunteers in advocacy efforts and campaigns to raise awareness of key issues, mobilize support for the organization's mission, and advance its strategic priorities.
- Represents OAM to both the internal and external volunteer community to help create a high profile, positive image of the organization.

#### Data and Reporting

- Track and evaluate volunteer program metrics and outcomes, collecting data on volunteer participation, impact, and satisfaction to measure program effectiveness and identify areas for improvement.
- Oversee volunteer tracking systems and ensure accurate data entry and reporting.
- Analyze participation and feedback to guide improvements and communicate program impact.
- Prepare reports and updates for the Executive Team and the Board on volunteer trends and contributions.

#### Strategic Planning

- Develop long-term volunteer engagement strategy aligned with the organization's mission, goals, and programmatic needs.
- Identify opportunities to deepen volunteer integration across departments and programs.
- Develop and implement an annual volunteer engagement plan, including recruitment, retention, and recognition efforts.
- Use data, feedback, and observations to enhance volunteer systems, satisfaction, and retention.

## Team Leadership and Supervision

**Expectations for all Managers/Supervisors:** Managers and Supervisors are role models for all staff and volunteers and are responsible for conforming to a high standard for work performance, ethics, integrity, collaboration, positive respectful communication and problem solving. Open Arms is a dynamic, high change environment which demands that Managers and Supervisors not only effectively manage their own department and also work collaboratively with other departments and employees to constantly improve systems and operations.

- Provide daily leadership and oversight of volunteer program operations, ensuring staffing and scheduling align with organizational needs.
- Supervise and support six direct reports, fostering a positive, collaborative team environment with regular coaching and mentorship.
- Foster a team-centered work environment and provide mentorship to staff.
- Provide effective training and ongoing performance coaching to ensure that each team member is meeting the expectations of their position and is recognized for their achievements.
- Communicate effectively and promptly with staff and supervisor to address matters of concern.
- Hold regular one-on-one and departmental meetings with staff.
- With the support of HR, provide disciplinary action when necessary and work within OAM guidelines on when to seek assistance from HR or senior management on employee or volunteer relations issues.

## Other

- Cultivate relationships with community partners, organizations, and businesses to expand volunteer recruitment opportunities and support collaborative volunteer initiatives.
- Assist other department staff members with special events, community partner-related events, speaking opportunities and community activities.
- Assist with various fundraising activities and internal projects when needed.
- Participate in management team and Director team meetings.
- Help ensure Open Arms provides an outstanding experience for all volunteers by regularly seeking out meaningful and positive interactions with them and maintaining a positive, friendly, and helpful attitude at all times.
- Other related duties as assigned.

## **Requirements:**

- 6+ years of experience successfully leading the volunteer engagement strategy and operations for programs engaging 1,000+ volunteers annually.
- 7+ years' experience in volunteer program management.
- 3+ years of experience directly supervising multiple staff members.
- Demonstrated experience advancing Diversity, Equity, and Inclusion within volunteer programs or organizational culture preferred.
- Experience creating and executing volunteer trainings and appreciation programs.
- Strong facilitation, communication, and interpersonal skills, with the ability to engage and influence stakeholders at all levels of the organization.
- Experience with volunteer databases.
- Proven ability to lead and motivate teams, drive change, and foster a positive work culture.
- Strategic thinker with the ability to analyze data, identify trends, and develop data-driven solutions.
- Strong leadership skills.
- Strong customer service skills with internal and external stakeholders.

- Solutions-oriented approach.
- Strong creative problem-solving skills.
- Great organizational skills and ability to adapt quickly to the changing needs of the organization.
- Ability to work successfully both independently and collaboratively as part of a team.
- Ability to create and contribute to a positive team environment.
- Confident communication, writing, public speaking and human relation skills and a personal presence that garners respect from volunteers and the public at large.
- Understanding of the importance of confidentiality and discretion.
- Excellent communication skills and outstanding human relations skills to ensure success working with a diverse base of volunteers, staff and clients.
- Excellent presentation skills, with demonstrated success at external and internal presentations.
- Ability and flexibility to work at two different physical campuses – one in Minneapolis and one in St. Paul.
- Flexible availability to work on site during hours of operation, including evenings and weekends.
- Reliable transportation and active Minnesota driver's license unrestricted for work-related driving.
- Ability to work under pressure and maintain a positive attitude in stressful situations and during busy periods.
- Sensitivity and commitment to diversity and able to work respectfully with wide array of co-workers and members of the community.
- A passion for the mission and values of Open Arms.

**Physical Requirements:**

- Able to operate standard office equipment (such as telephone, computer, printer and copy machine), set up tabletop displays and speak at events.
- Able to sit for long periods of time and/or work on feet for long periods of time.
- Able to lift up to 50 pounds.
- Able to stand, sit, walk, bend, stoop and twist. Requires full range of motion, manual dexterity and eye-hand coordination.
- Able to drive vehicle.

**Reports to:** Chief People Officer

**Location:** Minneapolis and St. Paul, MN

**Pay Rate Range:** \$75,000 to \$85,000 annually

**To Apply:**

Please send a resume and cover letter to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Ave, Minneapolis, MN 55404

**Benefits:**

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, an employee assistance program, paid Holidays, personal time off (PTO), and a retirement plan with an employer match program. Employee-paid vision plans, voluntary life, critical illness, hospital indemnity, and accident insurance are also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage all individuals with direct or transferable experience to apply for our open positions.

**Equal Opportunity Employer**