



Job Description

Position Title:	Volunteer & Food Services Coordinator
Program:	Agency-Wide / Food Services
Reports To:	CFN Executive Director
Direct Reports:	Food Bank Managers; Food Services
Status:	Full-time Contract
Time Commitment:	35 hours weekly

Agency Description:

Central Food Network is working to relieve poverty by providing food, heating supplies and other basic necessities to individuals and families who are in need. Through our Cardiff Food Bank, Highlands East Food Hub, and Community Cooks programs, we are increasing the quality and quantity of food available to people in the Highlands East region that need a hand. Our Heat Bank program delivers supports to households struggling with heat and hydro affordability across Haliburton County.

Job Purpose:

CFN has a community of over 70 volunteers who provide over 7,500 hours of support throughout the year. The Volunteer & Food Services Coordinator oversees the organization's volunteer program as well as provides day-to-day coordination and oversight of food programs. Working closely with staff and volunteers, the Coordinator balances operational oversight with hands-on support and relationship-building

This role provides leadership and support to volunteers across food service programs to ensure the effective delivery of food programming while fostering a positive, safe and organized volunteer experience.

The Coordinator plays a crucial role in maintaining compliance with organizational policies and regulatory requirements, including WHMIS, health and safety practices and Food Banks Canada Standards.

Duties and Responsibilities:

1. Organizational Volunteer Coordination (20%)

- Recruit, screen and orient new volunteers across CFN's programs

- Schedule and coordinate volunteers for events & fundraising activities
- Organize and lead organizational volunteer training and refresher training
- Foster a welcoming, inclusive and respectful volunteer environment
- Develop and maintain method of tracking all volunteer hours
- Support organizational volunteer recognition and retention efforts

2. Food Services Oversight & Compliance (55%)

- Guide and oversee the delivery of food services, including food bank services, hamper delivery, surplus food distribution and seasonal programming
- Schedule, coordinate & supervise volunteers across food programs as needed
- Ensure efficient food flow, storage and inventory practices
- Organize regular food services meetings
- Assist with coordinating food pickups, deliveries and basic logistics as needed
- Monitor and report on program needs, challenges and opportunities
- Ensure adherence to food safety standards and organizational policies
- Support safe food handling, storage and sanitation practices
- Coordinate routine cleaning, organization and maintenance of food services facilities and equipment
- Participate in maintaining procedures related to traceability, allergen awareness and recall readiness
- Assist with updating food services operating procedure manual

4. Client and Community Support (7.5%)

- Provide respectful, confidential support to clients accessing services
- Assist with client intake, registration and service coordination as needed
- Respond to basic inquiries from clients, volunteers and community members
- Help identify and communicate emerging community needs

5. Donor Liaison (7.5%)

- Assist with greeting donors on site, including tours as needed
- Receive and record donations using established processes.
- Support donor appreciation events and activities as needed

6. Administration, Reporting & Other Duties (10%)

- Maintain accurate program and volunteer records
- Assist with data collection and reporting for grants and organizational tracking
- Contribution to continuous improvement of processes and systems
- Communicate regularly with Executive Director regarding program updates, challenges and outcomes, including monthly written report
- Maintain incident report logs and support any investigations
- Attend team meetings and aid in fostering open communication across agency

- Adopt safe work practices to prioritize the good health and safety of the work environment
- Assist with other tasks as needed

Qualifications:

- Diploma or Degree in Community Development, Food Services, Nonprofit Management or a related field
- 2 years or more experience in supervisory or volunteer coordination role
- Ability to guide and support diverse volunteers respectfully
- Comfortable working in both administration and hands-on environments
- Ability to provide a satisfactory Vulnerable Sector Check
- Valid Class G driver's license or access to independent transportation is required

Knowledge & Skills:

- Deep awareness and understanding of poverty, food- and energy-insecurity
- Desire and ability to work compassionately with people from diverse backgrounds in an empathetic and non-judgmental manner
- Demonstrated commitment to confidentiality and privacy protocols
- Self-motivated with strong organizational and coordination skills, with the ability to manage multiple tasks and priorities
- Excellent interpersonal skills and the ability to work collaboratively with volunteers, staff and community members
- Ability to provide clear guidance and support in a respectful, team-oriented environment
- Awareness of food safety standards and safe food handling practices
- Understanding of workplace health & safety, including WHMIS requirements
- Ability to motivate, recognize and support volunteers to shine their brightest
- Ability to analyze variety of problems, identify causes and recommend solutions
- Ability to maintain accurate records and support reporting requirements
- Strong computer skills, including email software, Google Suite, internet browsing, database management
- Proficiency with Better Impact and/or Monday.com considered an asset

Working Conditions & Location:

This position is primarily based at the Highlands East Food Hub and Cardiff Community Food Bank with some opportunities to work from home.

The HE Food Hub at 2249 Loop Rd, Wilberforce includes a loading bay, food storage & small office space. It is a smoke-free building that has limited accessibility.

The Cardiff Food Bank at 2778 Monck Rd, Cardiff is a two-room space at the back of the Cardiff Post Office. It is a smoke-free building that has limited accessibility.

This position requires supervision of volunteers and seasonal staff.

Physical Requirements:

Moderate time spent on computer and telephone. Occasional amount of lifting (20lbs) & bending is required to move office supplies.

Approved by:	Tina Jackson, Executive Director
Date Approved:	April 27, 2026
Last reviewed on:	