



Volunteer and Operations Lead - Fort York Food Bank

Toronto, ON • Full-time • Salary range will be **\$50,000 - \$60,000** commensurate with experience. • Hybrid work including 3 to 4 days on location and 1 to 2 days remote • Health benefits and vacation entitlement will be provided following a 3-month probationary period.

About Fort York Food Bank

Fort York Food Bank (FYFB) is a registered charity dedicated to restoring dignity and integrity to those experiencing poverty. We provide food, essential resources, and connections to services that help people improve their quality of life.

Position Summary

FYFB is seeking an organized, collaborative, and people-focused **Volunteer and Operations Lead** to enhance the effectiveness of our volunteers' experience, while supporting daily food bank operations. This position plays a key role in ensuring safe, efficient, and client-centred service while building strong relationships with volunteers. The successful candidate will be comfortable working in a fast-paced environment, leading diverse volunteer teams, addressing operational challenges and identifying opportunities to strengthen our programs and services.

Key Responsibilities

Volunteer Leadership & Management (50%)

- Lead and coordinate large / diverse volunteer teams during food bank operations, including recruitment, onboarding, training, scheduling and shift assignments.
- Build and maintain strong relationships with individual volunteers or volunteer groups, while providing guidance and addressing attendance, conduct, and performance concerns.
- Foster a welcoming, inclusive, and engaged volunteer culture that supports retention, recognition, and leadership development.
- Maintain volunteer records and support the ongoing improvement of volunteer procedures, training, and engagement initiatives.

Operations & Service Delivery (30%)

- On occasion, lead daily operations to ensure safe, efficient, respectful, and client-centred service delivery.

- Monitor for operational issues and escalate concerns when needed.
- Ensure operational procedures and organizational policies are consistently followed.
- Identify operational challenges and recommend practical improvements to strengthen service delivery.
- Work collaboratively with staff and volunteers to ensure smooth day-to-day operations.

Information & Administrative Support (20%)

- Maintain accurate client and volunteer records using Link2Feed, VOME, and other systems.
- Lead scheduling, data entry, and reporting for the volunteer life cycle.
- Ensure records and documentation are accurate, current, and handled in accordance with organizational policies and privacy requirements.
- Assist with tracking operational and volunteer program information to support planning and decision-making.

What You Bring

- 3+ years of experience in community, nonprofit, food security, social services, volunteer services, or a related field.
- Demonstrated experience managing a volunteer life cycle - from recruitment, onboarding, service/engagement, recognition/development to transition/exit.
- Strong relationship-building, communication, leadership, organization, and conflict-resolution skills.
- Ability to provide clear direction, make sound decisions, and remain calm and professional in a busy environment.
- Strong interpersonal skills and the ability to work respectfully with clients, volunteers, staff from diverse backgrounds.
- Strong problem-solving skills and the ability to identify and respond to operational challenges.
- Knowledge of food safety and inventory practices.
- Proficiency with Microsoft 365, Excel, Link2Feed, VOME, or similar systems.
- Additional languages are an asset.
- Safe Food Handler Certificate required before first shift.
- Legally entitled to work in Canada.

How to Apply

Please submit your resume and a cover letter to devi@fyfb.com, outlining your experience and interest in the role by noon on Friday September 11, 2026. Please include your name and **“Volunteer and Operations Lead”** in the subject line. We thank all applicants for their interest. Only candidates selected for an interview will be contacted.