FYFB
FORT YORK FOOD BANK

Manager, Volunteer & Client Engagement - Fort York Food Bank

Toronto, ON - Full-Time

- Salary range will be $55,000 to $65,000 commensurate with experience.
- Benefits and vacation entitlement will be provided following a 3-month probationary period.

Reporting to the Senior Manager, Operations, the position will lead the organization's volunteer engagement function, with accountability to see we are resourced to meet service delivery needs. In addition, the role will play a leadership role in developing our Information & Referral services, to assist clients beyond the provision of food supplies.

The Opportunity

This is an opportunity to lead one of FYFB's most important assets; its volunteer workforce. You will shape the volunteer experience, strengthen our ability to meet growing community needs, and see that all of our team members are able to make a meaningful difference. The role oversees the full volunteer lifecycle, from recruitment and onboarding through engagement, leadership development, recognition, retention and transition. The successful candidate will build the systems, relationships, and practices that enable volunteers to meet the organization's mission. In addition, you will lead the development of our Information & Referral services, through direct support, partnership development and volunteer placement to assist our clients connect with other community resources to improve their well-being and stability.

What You'll Do

- Lead the organization's volunteer engagement function and full volunteer lifecycle.
- Ensure volunteer workforce capacity meets current and future service delivery needs.
- Strengthen volunteer recruitment, engagement, development, recognition and retention.
- Develop volunteer leaders who contribute to service delivery, peer support and mentoring.
- Build and maintain partnerships that support volunteer recruitment and community engagement.
- Improve volunteer systems, planning, scheduling, reporting and administrative practices.
- Provide information and referrals to clients, helping them access relevant community programs, resources and supports.
- Build and maintain relationships with community agencies and service providers to facilitate referrals and improve access to complementary services.
- Support food bank operations as needed to ensure safe, respectful and client-centred service.

Success in This Role

- The food bank has the volunteer workforce required to meet service delivery needs.
- Volunteers are engaged, retained, developed and connected to the mission.

- Volunteer systems and workforce planning support effective decision-making.
- Volunteers contribute to safe, reliable, and client-centred service delivery.
- Clients are consistently assisted with services beyond the provision of food.

Estimated Mix of Effort

- Volunteer Workforce Capacity & Engagement (40%)
- Volunteer Systems & Workforce Planning (20%)
- Information & Referral Support (30%)
- Service Delivery Support (10%)

What You Bring

- 5–7 years of progressively responsible experience leading volunteers, teams, or community participants.
- Experience leading volunteer recruitment, engagement, development, and retention initiatives.
- Experience leading large volunteer or frontline teams in a dynamic service environment.
- Demonstrated ability to improve systems, processes, and practices that support effective service delivery.
- Strong leadership, relationship-building, communication, coaching, and problem-solving skills.
- Knowledge of programs, supports and services that are available for clients facing food insecurity.
- Experience in developing partnerships with community agencies.
- Proficiency with Microsoft 365 and volunteer management, scheduling or database systems.

Assets

- Experience in food security, community services, or social services.
- Experience with VOME, Link2Feed, or similar volunteer and client management systems.
- Additional languages.

How to apply

Please submit your resume and cover letter to devi@fyfb.com outlining your experience and interest in the role by 8pm on Monday, November 30th. Potential candidates will be contacted for interviews in December 2026.