



POSITION: Volunteer Programs Development and Evaluation Intern

SUPERVISED BY: Volunteer Resource Developer

POSITION SUMMARY:

Second Harvest Heartland mobilizes a workforce of over 28,000 individual volunteers each year. This workforce of dedicated volunteers comprises nearly 1/3 of our workforce and is extremely valuable to the organization.

The Volunteer Engagement team is seeking an intern to assist us in researching and developing programs to help recognize and retain our vital workforce of volunteers. This role will primarily focus on the following:

1. Annual Recognition & Appreciation
2. Loyalty program
3. Event Concierge and Hospitality program
4. Volunteer Satisfaction Evaluation program.

DUTIES:

- Facilitate brainstorming with Volunteer Engagement team on purpose of programs and past attempts/activities
- Research similar programs at other non-profits or companies
- Host focus groups and/or develop survey to gather feedback from current volunteers for input on program design
- Propose short & long-term plans for programs, including 6-month, 1-year, & 3-year plans
- Potentially begin program implementation depending on capacity

LEARNING OBJECTIVES:

- Opportunity to develop and implement programs, both from scratch and building on existing program elements
- Experience working in a team setting, learning to prioritize tasks from multiple team members simultaneously
- Increase critical thinking skills; specifically, to make recommendations and develop programs from scratch
- Access to a growing community non-profit

MINIMUM REQUIREMENTS:

- Effective time management with an ability to multitask, meet deadlines and be flexible with changing priorities
- Self-motivated, detail-oriented with strong organizational skills
- Ability to work independently and follow through on tasks with minimal Supervision
- Professional demeanor and friendly attitude
- Willingness to work collaboratively and be part of a high-performing team
- Skills in program evaluation and survey design helpful

TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** 10-15 hours/week
- **Days/Times of the week:** Flexible, but must have some weekday availability to meet with staff
- **Work site:** Brooklyn Park, with opportunity to complete work remotely

HOW TO APPLY: Please submit cover letter and resume to Internships@2harvest.org