

## JOB POSTING

### Experience Optimization Volunteer (part-time volunteer opportunity)

Daily Bread Food Bank works towards long-term solutions to end hunger and poverty and runs innovative programs to support individuals living on low incomes and experiencing food insecurity. Daily Bread distributes fresh and shelf-stable food, and fresh-cooked meals to 132 member agencies and 207 food programs across Toronto. Daily Bread also publishes the influential *Who's Hungry* report - an annual survey measuring trends in food insecurity and poverty in Toronto.

#### About the Role:

We are seeking an **Experience Optimization Volunteer** to assess and enhance our non-profit organization's individual volunteer program. Last fiscal year (July 2023 to June 2024), 8,000 volunteers provided 123,000 hours of time to provide food for 1 in 10 people who access food banks and programs in Toronto. We want to ensure that all our volunteers have an outstanding experience.

This role will focus on evaluating both online and offline volunteer experiences through the lens of User Experience (UX) principles. As a part-time opportunity, the hours per week will be flexible and based on a discussion between the volunteer and the manager. The assignment will be **3 to 6 months long, and approximately 25 hours per month**. There will be some onsite work at 191 New Toronto Street in south Etobicoke and some asynchronous virtual work.

**Please note that this is an unpaid opportunity.**

#### Key Responsibilities:

- In collaboration with staff members, conduct an assessment of the current state of our individual volunteer program, including digital platforms and in-person experiences.
- Utilize various research methodologies to gather insights, including:
  - Mystery shopping
  - Day in the Life Of" activities
  - Quantitative research (surveys, data analysis)
  - Qualitative research (interviews, focus groups)
- In collaboration with staff members, analyze findings and identify areas for improvement in the volunteer journey.
- Provide input into developing actionable recommendations based on UX best practices to enhance volunteer satisfaction, engagement, and retention.

#### Qualifications (all are preferred but not required):

- Courses, diploma, or degree in UX Design, Human-Computer Interaction, Psychology, or related field are an asset.
- Understanding of UX principles and best practices.

- Ability to quickly learn about various research methodologies, including quantitative and qualitative approaches.
- Eagerness to apply learning to real world situations.

**Preferred Skills:**

- Ability to empathize with volunteers and understand their needs.
- Experience in creating user personas, journey maps, and service blueprints.

**What We Offer:**

- Opportunity to make a significant impact on our organization's volunteer program.
- Collaborative work environment with a mission-driven team.
- Relevant work experience for those pursuing careers in UX and service design.

**How to apply**

To express your interest in this opportunity, please email [agibbins@dailybread.ca](mailto:agibbins@dailybread.ca) with either a link to your LinkedIn account or your resume and the subject line **EXPERIENCE OPTIMIZATION VOLUNTEER**.

In the email, please describe your education and/or real-world experience with UX principles and why you would like to volunteer for Daily Bread Food Bank. Your email with the requested items will be reviewed and selected candidates will be invited to meet with the manager.

If this opportunity is not the right fit for you, there are many other areas to consider for volunteering at [Individual Volunteering | Volunteer | Daily Bread](#)