

Job Title	Volunteer Coordinator
Manager's Job Title	General Manager or designate
Department	Office
Date Created	January 15, 2019

Volunteer Coordinator

Reports To

General Manager or designate

Job Summary

The Volunteer Coordinator will be responsible for the recruitment, screening, selection, training and motivation of volunteers. A key component of this position is the promotion of volunteering opportunities to the public and maintaining a positive image of the organization within the community. Other responsibilities will include the development and maintenance of policies and systems to ensure effective volunteer management, coordinating volunteer meetings, ensuring that they have the resources needed to fulfill their duties & expectation; troubleshoot; adjust schedules in the event of no-shows, illness, etc.

The Volunteer Coordinator must be proficient in Microsoft Office programs (including Word, Excel, and PowerPoint) and be able to adapt to new technology.

Competencies

- Member Focus
- Communication
- Leadership & Team Work
- Time Management
- Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Coaching and Mentoring
- Overseeing adherence to Regulations and Guidelines
- Able to manage budget
- Development and Continual Learning

Job Duties

- Recruitment, screening, selection, training, scheduling, and motivation of volunteers
- Promote opportunities of volunteering to the community
- Computer data entry, record keeping
- Designing and conducting training and orientation programs for volunteers

- Act as a primary staff resource for volunteers and work with volunteers to coordinate activities
- Liaison between staff and volunteers
- Responsible for the continuing development of the volunteer program
- Required to do public appearances
- Develop and maintain policies and systems for effective volunteer management
- Develop volunteer position descriptions as required to meet Volunteer requirements
- Promote the involvement of volunteers among staff
- Respond to requests regarding volunteerism
- Develop and execute a volunteer recruitment and retention strategy (including the development of a volunteer recognition program)
- Provide basic orientation and on-going support to all volunteers
- Communicate with volunteers to ensure a positive experience for both volunteer and the organization
- Supervise volunteers - ensure they are at their stations on time and have the resources needed to fulfill their duties; troubleshoot; adjust schedules in the event of no-shows, illness, etc.
- Update database, volunteer job descriptions, and volunteer manual as required.
- Assist in planning and execution of Volunteer events
- Regular participation in staff meetings to share ideas and suggestions
- Must always use discretion and good judgment to ensure the good reputation of the organization
- Other duties as assigned.

Job Requirements

- Post-secondary degree in a related field preferred
- Minimum of 3 years of experience in a volunteer coordination capacity
- Strong interpersonal skills and have ability to work independently and/or as part of a team
- Strong written, verbal and presentation skills, with the ability to communicate effectively and efficiently
- Must provide clear RCMP or police security clearance
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- Must have experience in MS office programs
- Proven ability to supervise, motivate, train, mentor and monitor the performance of a team of volunteers
- Ability to communicate in a friendly and informative manner with people from a wide variety of political, cultural and ethnic backgrounds and lifestyles
- Ability to supervise and train employees, including organizing, prioritizing, and scheduling work assignments
- Solid negotiation, conflict resolution, time and people management skills
- Attention to detail

Work Conditions

- Interacts with staff, members and guests
- Evening and weekend shifts as required
- Overtime as required
- Intermittent physical activity including walking, standing, sitting and lifting (up to 50lbs)