

## JOB POSTING

- Job Position:** Volunteer Services Coordinator  
**Department:** Human Resources & Strategic Development  
**Status:** Full-Time – 35 hours per week  
**Compensation:** \$23.00 - \$25.00 per hours, plus a generous RRSP plan, group health benefits and professional development support

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for over 32 years. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally appropriate services to newcomers, families, women & seniors.

**Vision:** Leaders in building strong and supportive communities.

**Mission:** Supporting our growing communities to manage change through quality client-centered social & health services and responsive public education.

### **Position Summary:**

The Volunteer Coordinator is responsible for the coordination and leadership of Indus' volunteer resources to assist in the delivery of the organization's programs and services. This includes coordinating the Friendly Visiting program and directly managing volunteers, and providing guidance, support, resources, and tools to staff who supervise volunteers. The incumbent is responsible for establishing a core group of volunteers to deliver key volunteer program priorities.

### **Responsibilities and Duties:** *(but not limited to)*

- Responsible for the recruitment, training, matching, retention and support of volunteers.
- Promoting the volunteer program to gain community support for the program and the organization.
- Liaising with volunteers and clients and act as the first point of contact for volunteer related inquiries.
- Providing orientation and on-going training of volunteers to increase their understanding of Indus, our clients, services and the role and responsibilities of volunteers.
- Maintaining the volunteer database using Sumac and hard copy of volunteer files.
- Ensuring program policies, procedures and standards are followed and records of volunteer hours are maintained according to established procedures.
- Ensuring confidentiality and privacy requirements are maintained to highest level and that volunteers understand and adhere to the requirements.
- Ensuring that monthly and annual volunteer service targets are managed and met.
- Providing regular statistical and program reports on the organization's volunteer programs and initiatives.
- Ensuring that service delivery meets client expectations and program standards.
- Evaluating volunteers and their experience with the organization.
- Coordinating the Friendly Visiting program to ensure effective service delivery including:
  - Planning, coordination and delivery of effective friendly visiting and security reassurance services to seniors.
  - Completing needs assessments and developing individualized service plans for each client.
  - Ensuring an appropriate match between client and volunteer.
  - Monitoring services and clients' progress, and making internal and external referrals as needed.
  - Responding to program inquiries and referrals, assessing and identifying service requirements.
  - Supervising and supporting friendly visiting volunteers; including ensuring their safety while in the client's home.
  - Monitoring the quality of the friendly visiting services; collecting and analyzing feedback from clients, volunteers and caregivers.
- In conjunction with Human Resources developing:
  - Role descriptions, policies, procedures, orientation and training materials, conduct interview and deliver orientation and training sessions.
  - Forms and records to document the volunteer activities.
  - Intake, interview, and screening protocols for potential volunteers to ensure the best match between the skills, qualification, and interests of the volunteers and the needs of the organization.
- Ensuring continuous program improvements including:
  - Developing meaningful volunteering opportunities based on the needs of the organization.
  - Community partnerships and collaborations to enhance recruitment.
  - Best practices in volunteer management and coordination.
  - Developing and monitoring program website content information
- Developing a viable outreach plan and implementing effective strategies to ensure on-going recruitment of volunteers with the right skills to meet the organization's annual volunteer targets.

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- Planning and implementing volunteer recognition activities to recognize the contribution of volunteers to the organization.
- Participate in staff and team meetings, and professional development opportunities as required.
- Adopt safe work practices, reporting unsafe conditions immediately.
- Perform other related duties from time to time as assigned.

### **Qualifications and Skills:**

- Post-secondary education in Volunteer Management or equivalent, with two to four years of professional experience in volunteer management and engagement.
- Comprehensive knowledge of volunteer administration practices and procedures including experience with recruitment, selection, orientation, placement, supervision and evaluation of volunteers.
- Strong customer service skills, with a proven ability to build and maintain strong and productive working relationships with all stakeholders.
- Excellent presentation, oral and written communication skills, with the ability to prepare and present materials, including standards and documentation, to all levels of management, staff and other stakeholders.
- Strong leadership and team-building skills with the ability to take initiative.
- Detail oriented with excellent organizational skills.
- Excellent time management skills with the capacity to work simultaneously on multiple tasks and emerging priorities and deliver within deadlines.
- Ability to problem-solve requests with tact and good judgment.
- Strong computer skills including Microsoft Suite, volunteer database software (Sumac preferred), Social Media and other on-line platforms which enhance communications.
- Local travel is required – a valid G driver's license and reliable vehicle is required.
- Ability to work flexible hours including occasional evenings, weekends and to work from any Indus work-site.
- A Police Vulnerable Sector Check will be required.

**Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to [hr@induscs.ca](mailto:hr@induscs.ca) by 12:00pm, January 31<sup>st</sup>, 2018. Please ensure your application email has the subject heading of 'Volunteer Coordinator - (insert your name)'**

This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Indus Community Services is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. **No phone calls please.**

*Posting Date: January 16<sup>th</sup>, 2018*