

Volunteer Coordinator

Effective: 09 November 2019

Revised:

Reports to: Assistant ED

SUMMARY

The Volunteer Coordinator, under the direction of the Assistant Executive Director, is responsible for recruiting, training and managing volunteers within ICCS. The Volunteer Coordinator understands the work of Island Crisis Care Society shares that understanding with volunteers, potential volunteers and community members alike.

QUALIFICATIONS

Education

1. Successful completion of Grade 12 or equivalent
2. At least two (2) years of relevant education or a combination of experience & education
3. At least one (1) year of recent related work or volunteer experience

Knowledge

1. Knowledge of Volunteer Management practices and innovations;
2. Some knowledge of issues related to homelessness, poverty, substance use and mental health would be an asset, or in interest in learning more in these areas;
3. Knowledge of Microsoft office programs including: Word, Excel, Powerpoint and Outlook;
4. Knowledge of conflict communication tools and approaches

Skills

1. Strong organizational skills, including maintaining accurate records, scheduling and planning;
2. Able to perform routine office duties including work with documents, spreadsheets, email, social media and entering information into a database;
3. Communicates well verbally, in writing, on the phone and in person and masters the required technology and applications;
4. Strong public speaking and presentation skills

Abilities

1. Able to interact with employees, supervisors, volunteers, donors and the public with tact, respect, and warmth;
2. Able to demonstrate professionalism, confidentiality, sound judgement, sensitivity, and manners;
3. Able to provide support to volunteers in relation to their roles. This may include having difficult conversations with volunteers and management related to volunteer management and debriefing;
4. Able to ask for and receive direction and permission;
5. Able to learn new skills related to changes in technology and practice and demonstrate flexibility and innovation in volunteer management;

REQUIREMENTS

1. Required to work with the ICCS Management and Executive as required to determine volunteer requirements and to place and monitor volunteers;
2. Required to follow society policies, code of ethics, and guidelines;
3. Required to understand the philosophy of ICCS and adhere to and reflect the Society's values and code of ethics; and
4. Required to become a member of BCGEU (union).

DUTIES

1. Recruits potential volunteers from the community through social media, community engagement and seeks new opportunities;
2. Responsible for the planning and facilitation of volunteer training sessions in Nanaimo and Oceanside (2-4 times/year);
3. Manages Volunteer Applications and files, ensuring that all volunteers have the required documentation and certificates;
4. Works with program managers to determine possible volunteer opportunities and works to place appropriate volunteers in those roles;
5. Provides support to volunteers as required (managing concerns, complaints and debriefing as required);
6. Develops additional training opportunities for volunteers (including in house training development and finding potential training opportunities for volunteers in the community);
7. Maintains consistent communication with volunteers through regular check ins, e-newsletters and other forms of communication;
8. Assists with the annual planning of the Coldest Night of the Year fundraising walks in Nanaimo and Oceanside;
9. Assists with the development and organization of volunteer-based programs and events;
10. Other volunteer coordination duties as required.