

POSTING

VOLUNTEER SUPPORT WORKER

Permanent Full Time (35 hours per week)

Community Connections Program

Promotes Volunteerism to newcomers and long-time residents; recruit, train, and support volunteers to gain new skills and/or experience working with immigrant and refugee newcomers.

KEY DUTIES AND RESPONSIBILITIES

1. Adhere to Policies and Standards as established in OCS Policy and Program Manuals, OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, Funder Expectations, and COA standards
2. Understand and achieve Contract Deliverables:
 - Adopt creative strategies and establish appropriate community partnerships to reach/recruit target group(s) of volunteers
 - Promote and Deliver **Orientation Sessions** on Volunteerism and broad overview of Options and Immigrant Services
 - Recruit Volunteers for opportunities (as Social Mentors, Language Instructors/Tutors, Event Helpers, etc.) within Options and Immigrant Services
 - Develop and organize Volunteer intake/assessment, registration, training and placements
 - Develop relationships with Community Organizations and the broader community to promote newcomers and to identify volunteer opportunities (e.g. Library Champions, Red Cross Volunteers)
 - Record, maintain, and report **client data** and **information** through relevant Forms, OCMS and iCare databases; complete all required/assigned Reports
 - Develop program-relevant reference and resource materials as needed
 - Promote the development of inclusive communities and support/participate in community forums/initiatives/meetings as assigned
 - Organize **Annual Volunteer Appreciation Event** & other volunteer events
3. Liaise with OCS Human Resources Coordinator to ensure that volunteer registration/personnel files are kept up-to-date
4. Utilize marketing resources to promote activities and disseminate information that is consistent to IS Marketing and Communications Plan
5. Contribute to PQI and Strategic Directions/Goals of Immigrant Services and being proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
6. Represent OCS and participate in outreach activities/special events as required
7. Participate in meetings and training opportunities
8. Other administrative duties as required, including photocopying/faxing, taking meeting minutes, filing, room set-up/clearing for meetings and activities, etc.
9. Follow written and verbal directives from Program Manager and/or Senior Manager, Executive Director or designate
10. Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers
11. Perform other related duties as required

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 01/18/2019

OCS Posting #:A21261

QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's Degree or a combination of relevant training, education and experience working in Social Services or related fields
- Experience working with volunteers and newcomers and/or vulnerable populations
- Class 5 Driver's License and reliable vehicle an asset
- Current Level 1 First Aid certificate an asset

Job Skills and Abilities:

- Proficient verbal and written knowledge of English
- Proven interpersonal communications skills
- Ability to promote and present to diverse groups of audience
- Additional language skills relevant to populations served is an asset
- Demonstrated ability to promote volunteerism
- Ability to identify volunteer strengths/needs in relation to volunteer opportunities
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues
- Demonstrated ability to maintain build relationships and maintain a strong network of stakeholders/partnerships with other organizations
- Ability to organize and facilitate group activities
- Ability to maintain and keep accurate and up-to-date client records
- Strong communication, interpersonal/relationship-building intercultural competency, as well as crisis intervention, conflict resolution, critical thinking, and problem solving skills/techniques
- Strong level of computer proficiency; in particular, strong Microsoft Word, MS PowerPoint, MS Excel spreadsheet, database, internet/email, scanning skills
- Ability to work in a fast-paced, multicultural and diverse environment
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines
- Flexibility and willingness to work outside of regular work hours
- Good team work and strong work ethics
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months.

CLOSING DATE:

Resumes will be reviewed starting [January 25, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Cindy Lee, Program Manager
Options Community Services Society

Email: cindy.lee@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21261] and outlining your qualifications and related experience for the position.