Position Title: Volunteer Coordinator
Department: Settlement
Program: Settlement
Reports to: Settlement & Family Programs Manager

Summary

The Volunteer Coordinator is responsible for developing and coordinating the volunteer program to meet the growing needs of the organization as well as to support newcomer volunteers to be engaged in internal and community-based opportunities virtually and in-person. The role of this position includes recruiting and training current and new volunteers, managing the database of volunteer information and skills, matching volunteers to opportunities that suit their skills, keeping volunteers informed and conveying the organization’s purpose to the community.

Key Responsibilities

• Becomes familiar with Impact North Shore policies and procedures, programming objectives and client service philosophy, and understand clearly the role in achieving the contractual goals and outcomes
• Adheres to all policies and legal requirements including maintaining strict confidentiality with sensitive volunteer information
• Contributes to the development of appropriate systems, procedures, and practice standards for Impact North Shore volunteer programs and services and ensures they are maintained
• Assesses volunteer needs from all the programs across the organization
• Maintains comprehensive and up-to-date volunteer records, as well as accurate volunteer schedules using the Better Impact volunteer database.
• Tracks program statistics and produces reports and evaluates the program to measure successes and identify areas for improvement
• Conducts volunteer screening and documentation and completes appropriate reference checks
• Organizes virtual and in-person group events to introduce and support newcomers in accessing resources related to volunteerism in Canada
• Provides the volunteer with guidance, training and feedback in interacting with newcomers and the professional boundaries of their role with clients in one-to-one or group sessions.
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- Develops contents and materials for, and conducts volunteer information sessions for volunteer applicants and facilitates orientation sessions for new volunteers, virtually as well as in-person
- Reviews regularly and keeps the volunteer manual and other relevant documents up-to-date
- Provides eligible individuals and families information, orientation, community connections, employment supports using a variety of delivery methods (online, telephone, email and in-person)
- Assesses and responds to clients in crises / presenting with visible trauma (via phone, online or in person) and provides immediate support and intervention, notifying others the Leads and Managers when a more in-depth service intervention is required.
- Provides first language services as required to enhance the client experience, including providing document translation support as required.
- Performs other duties as assigned by the Settlement Lead/Settlement Services Manager.

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore’s values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of Impact North Shore.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are meet on time and according to agreed standards.

Qualifications

Minimum Qualifications

- 2+ years of related experience, or the equivalent combination of education and experience
- Bachelor's degree in Community Development, Humanities, or Counselling or High School completion with a diploma or certificate in Community Development, Humanities, or
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Counselling and/or relevant experience, preferably with immigrants, an understanding of the newcomer experience and settlement-integration stages.

- Knowledge of Canadian legal, political, cultural, employment, educational, and economic systems
- Exceptional time and task management and follow-through skills
- Excellent organizational, attention-to-detail and administrative skills
- Excellent verbal and written communications skills
- Excellent knowledge of Microsoft Office Suite (Outlook, ACCESS, Excel, Word, PPT), Teams, and Zoom and the ability to learn and adapt to new technologies required for excellent service delivery as needed
- Some experience in liaising with North Shore Community partners and strong knowledge of community resources and services on the North Shore
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Experienced in establishing professional boundaries with clients.
- Sensible and sound judgement
- Ability to work in a team environment, as well as a capacity to self-motivate and work independently
- Sensitivity to diverse cultural values and individual experiences
- Ability to work a flexible schedule to support service delivery needs during the daytime and evening hours as needed.
- Ability to speak, read, and write an additional language of service an asset.

Additional Information

Salary Range: $27 - $30 per hour dependent on experience
Work Schedule: 35 hours / week (schedule may vary)
Start Date: mid – October
Posted until filled. Resumes reviewed upon submission.
Email cover letter and resume to: hr@impactnorthshore.ca
Reference: Volunteer Coordinator

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted.