

Job Title: Volunteer Engagement & HR Team Lead [Term Contract]

Program: Administration

Position Class: Scale 5

Reports to: Director of People & Finance

Hours: 37.5 hrs / week, Monday-Friday (8:30-4:30)

Type: Regular, Term Contract starting Nov 2, 2026, ending Nov 5, 2027

Wage Rate: \$35 / hr, fully funded benefits after 3-month probation

About CVIMS:

Central Vancouver Island Multicultural Society (CVIMS) is a non-profit settlement organization located in Nanaimo, B.C., Canada. Established in 1979, CVIMS provides support to newcomers and refugees. Services include settlement, employment, family, language and community programs. We are client-driven and committed to being accessible and responsive to, as well as reflective of, our diverse community.

Job Summary:

Provides coaching and support to staff and volunteers in matters related to human resources, workplace culture, and training at CVIMS. This role requires a hands-on approach with the ability to apply broad knowledge and experience in human resources, organizational development, employee relations, and workplace safety. The Team Lead develops and maintains forward-thinking processes for effective employee and volunteer engagement through standardization of workflows, policies and best practices. The position manages and enhances the CVIMS volunteer program to meet evolving community needs. As a member of the CVIMS management team, the Team Lead participates in agency-wide planning processes and contributes to the ongoing development of organization systems and practices.

Key Responsibilities:

Employee Recruitment & Engagement

- Coordinate recruitment and hiring processes with various team members at CVIMS. Prepare job descriptions, finalize hiring decisions with the Executive Director, and issue employment contracts to successful hires.
- Take a lead role in managing our online HR system, BambooHR. Ensure processes are working smoothly and all employee files are up to date.
- Launch the onboarding of new and returning employees. Support the management team to ensure successful integration of new employees at CVIMS through training plans and smooth onboarding processes.
- Manage all employee files and required documentation such as driver's licenses, criminal record checks, job offer letters, employment changes, letters and other documentation.

- Develop and lead the continued implementation and improvement of employee performance management systems, including performance evaluation and development.
- Manage and coordinate agency staff development and training opportunities by consulting team members and aligning training with funder requirements and budgets. Gather feedback on training opportunities to continuously improve content and topics.
- Working with the Payroll Assistant, complete, verify and process documentation for the administration of benefits such as Group RRSP, Medical Insurance Premiums, and employee leaves.
- Maintain confidentiality in record keeping and communication. Keep communication lines open and immediately report any HR-related concerns directly to the Director of People & Finance and Executive Director.
- Handle offboarding of employees by conducting exit interviews; ensure file and benefit termination.
- Coordinate practicum placements for students, ensuring documentation and onboarding / offboarding is compliant with CVIMS policies and procedures.

Health & Safety

- Assume leadership of the Joint Health and Safety Committee and acts as senior leadership representation.
- Coordinate health and safety signage and training at multiple job sites.
- Along with the Director of People & Finance, conduct regular reviews of the CVIMS Health & Safety Manual to update for compliance and best practices as required.
- Keep up to date and informed on OHS matters by participating in training opportunities, webinars and working groups. Share updates with senior leadership.
- In conjunction with the senior leadership team, ensure CVIMS is compliant with all regulatory requirements including WorkSafe BC and Employment Standards.

Volunteer Programming & Community Engagement

- Develop and lead the CVIMS volunteer program to support clients and agency program delivery.
- Accept requests from internal programs for volunteer positions. Recruit and train volunteers to ensure role satisfaction and volunteer safety.
- Track volunteer program outcomes using agency databases and reporting systems. Maintain detailed volunteer records, ensuring confidentiality and compliance with organizational policies and privacy legislation.
- Celebrate volunteers; plan and execute volunteer appreciation events.
- Attend community events to promote volunteerism opportunities at CVIMS.

Administration & Leadership

- Working with the Director of People and Finance, conduct regular policy reviews and updates. Ensure employees and volunteers understand and embrace the workplace culture of CVIMS.

- Adhere to and advise the teams on all CVIMS policies and administrative procedures; makes decisions that both support the organization, clients, staff and community.
- Support and advise members of the management team in HR best practices. Maintain professional and technical knowledge by attending workshops, reviewing publications, establishing networks and participating in professional societies.
- Monitor and report on programs performance and share success stories, ensuring that all goals and targets are met or exceeded. Responsible for statistics, narrative and annual reports, including activity planning, budgeting, and financial monitoring for related programs.
- Ensure the flow of high-quality services as per contractual requirements and that all programs meet the needs of our clients and align with our organizational goals.
- Actively participates in our team-based contract procurement and management approach including budget development, monitoring, reporting, planning, and other tasks as required by the funder.
- Participate in the preparation of funding applications for core components of CVIMS services; provides input into the budgeting process and financial tracking.
- Track budgets and submit purchase requests, receipts and financial claims to the designated approvers
- Organizes, chairs, and/or participates in regular team and organization-wide staff meetings.
- Ensure adherence to confidentiality, code of ethics and all other professional codes of conduct.
- Work collaboratively as part of the CVIMS team to ensure agency and client success.
- Follow CVIMS protocols for reporting and communication.
- Participate in all staff meetings, training sessions and professional development opportunities.
- And such further duties and responsibilities as may be communicated by CVIMS from time to time.

Required Education, Certifications, and Experience:

- Human Resources Management Diploma, CPHR candidate status and / or designation, or equivalent HR education required.
- 2 years benefit administration experience.
- Minimum 2 years experience providing coaching, mentorship or leadership development support.
- Exceptional interpersonal and communication skills, with a proven ability to build trust and rapport across diverse populations. Excellent spoken and written English required.
- Extremely computer literate and willing to assist others in a Windows based environment.
- Thrives in a “learning environment” and demonstrates a willingness to adapt and grow.
- Ability to work independently and as part of a team, demonstrating a high level of professionalism and integrity.
- Valid class 5 driver’s license and reliable transportation required for regional travel.
- Vulnerable sector criminal record check on file with CVIMS required.
- Training or demonstrated proficiency using client databases, Microsoft Office 365, Zoom, Teams, and other digital tools.
- First Aid Level 1 required.

Preferred Skills, Abilities, and Assets:

- Demonstrated familiarity with online platforms such as BambooHR or Payworks.
- Experience working in the non-profit sector and / or with volunteers.
- Cultural competency and sensitivity; experience working with people from a variety of cultural backgrounds or marginalized populations.
- GBA+ certification is an asset.
- Fluency in a second language would be an asset.
- Priority will be given to applicants who are eligible to work in Canada for minimum 2 years.
- Accountable individual who adheres to agency policies and procedures.
- Attitudes and values in keeping with the CVIMS vision and goals.

Additional Information:

- Travel within Nanaimo Regional District and surrounding region will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, program delivery or conferences may also be required
- Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours. Due to funder requirements, all additional hours must be approved in advance.
- Fully funded health/dental benefits and group RRSP available after 3-month probation.
- This is a full-time management position, funded at 37.5 hours / week, working a varied schedule.