volunteer & lethbridge
non-profit leadership centre

Job Title:	*Volunteer Program Coordinator*
Reports to:	Volunteer Program Manager
Timeframe:	Permanent Full-time; 35 hours/week
Degree of Supervision:	<u>Administrative Supervision:</u> The supervisor sets the overall objectives and resources available. Supervisor and employee, in consultation, develop deadlines, projects, and work to be done. The employee plans and carries out the assignment, resolves most of the conflicts, coordinates work with others and interprets policy on own initiative. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications.

Job Purpose:

Volunteer Lethbridge (VL) strengthens and sustains a healthy, vibrant community through support and advancement of volunteer excellence. We build connections and empower individuals and organizations to enhance volunteerism and grow volunteer capacity. We strive to have volunteer management recognized as a critical organizational program; that non-profit organizations offer relevant, accessible, high-quality, well-managed volunteer opportunities.

VL also supports the non-profit sector with access to quality training opportunities, expert advice, sector information, and sector advocacy.

Community and volunteer engagement are key aspects of our service delivery model aimed at meeting the diverse non-profit needs of the community. Reporting to the Volunteer Program Manager, this role ensures the successful operation and ongoing strengthening of a dynamic and impactful community building and volunteer program.

Duties and responsibilities:

Outreach & Engagement

- Develop and maintain an outreach campaign to explore and advance opportunities for collaboration and partnership-building with relevant groups (organizations, businesses, service clubs, educational institutions, thought leaders, etc.)
- Promote the value of volunteerism and strengthen the spirit of and appreciation for volunteerism through raising awareness among community organizations, businesses, individuals and staff on the roles and contributions of volunteers
- Actively promote volunteer opportunities on an ongoing basis by designing, updating and circulating volunteer postings to effectively recruit individuals for a variety of roles
- Engage in and promote activities that positively influence staff and volunteer commitment to the organization, to the team, and to their assignments
- Maintain and strengthen relationships with partner organizations by communicating the progress and outcomes of partnerships and project advancements and setbacks

Volunteer Coordination

- Manage a new and evolving community (potentially regional) database of volunteer contacts
- Offer external volunteer screening support to member agencies
- Seek out opportunities to advise members in various aspects of the volunteer management process
- Generate appropriate volunteer opportunities and role descriptions based on the internal needs and external organizations
- Respond promptly to volunteer inquiries while providing relevant and thorough information to potential applicants
- Recruit and train suitable internal volunteers, aligning individual capacities with placement requirements and position purpose

Program Coordination

- Identify emerging volunteer and community needs and opportunities; develop and implement new and innovative program ideas and strategies
- Set long-term plans with the Volunteer Program Manager and the Executive Director to improve program(s) effectiveness and impact
- Remain informed on current legislation, policy and best practices related to volunteering; ensure up-to-date volunteer policies, procedures, and guidelines
- Participate in relevant networks, conferences and other information-sharing and skill-building events
- Maintain volunteer program content on VL website, social media platforms and other media outlets to ensure content is current, relevant, and engaging (high-quality photos, infographics, volunteer stories/profiles, videos, etc.)

Administration

- Accurately maintain appropriate workbooks and evaluation records for the purpose of program advancement and reporting while following organization standards
- Compile month end and final reports
- Regularly participate in staff meetings

Qualifications

- An undergraduate degree or equivalent in social sciences, community development, not-for-profit management, communications or related area is preferred
- Minimum 3 years of relevant experience, preferably in a volunteer coordination role
- Understanding of the importance of volunteers to community-building; what people need/want and what motivates/demotivates them to become involved in their community, and the ability to refine recruitment and program strategies to address those issues
- Demonstrated ability to engage diverse audiences through written and oral storytelling and information sharing
- Ability to select, supervise, train and support volunteers from diverse cultures and age groups
- Strong interpersonal skills, including the ability to work across teams and externally
- Ability to collect data from volunteers and staff, using recognized data collection methods
- Have experience in using online platforms, learning new technological platforms
- Can work under pressure, flexibly, with an entrepreneurial spirit
- Able to provide a clear Criminal Information Check with vulnerable sector check

Working Conditions

The office is located at 324 – 5 Street South, Lethbridge, Alberta in the U of L Dr. Foster James Penny Building. Normal operational hours are weekdays from 8:30 a.m. to 4:30 p.m., although some flexibility is required for participating in scheduled activities or events. Due to an ever-evolving environment, the employee will also agree to the organization's Work from Home Policy (approved June 2020).

Approved by   Amanda Jensen
Date Reviewed   January 2021

Submit to Amanda.Jensen@VolunteerLethbridge.com by January 21, 2021. Only those selected for an interview will be contacted. Thank you for your interest!