



## POSITION DESCRIPTION

POSITION: Volunteer Coordinator

REPORTS TO: Human Resources and Volunteer Manager

SUPERVISES: Volunteers

### POSITION SUMMARY:

The Volunteer Coordinator will be responsible for the recruitment, screening, selection, training, motivation and evaluation of volunteers at both Kitchener Waterloo and Stratford Perth Centre. A key component of this position is the promotion of volunteering opportunities to the public, and maintaining a positive image of the organization within the community. Other responsibilities will include the development and maintenance of policies and systems to ensure effective volunteer management, as well as the supervision of volunteers, ensuring that they have the resources needed to fulfill their duties; troubleshoot; adjust schedules in the event of no-shows, illness, etc.

### PRINCIPLE ACCOUNTABILITIES:

- Recruitment, screening, selection, training, scheduling, motivation, and evaluation of volunteers
- Promote opportunities of volunteering to the public
- Designing and conducting training and orientation programs for volunteers
- Maintains a variety of statistical and departmental records
- Act as a primary staff resource for volunteers and coordinates all volunteer activities
- Responsible for the continuing development of the volunteer program
- May be required to do public appearances
- Develop and maintain policies and systems for effective volunteer management
- Respond to requests with regard to volunteerism
- Communicate with volunteers to ensure a positive experience for both volunteer and the organization
- Schedule volunteers according to skill sets and abilities to ensure that the site is well managed. Ensure all roles are filled;
- Work collaboratively with other staff/departments to place volunteers
- Oversight of volunteer program – activities.
- Bring a good understanding of which roles are most critical and be capable of adjusting to changing conditions.
- Update database, volunteer job descriptions, and volunteer manual as required.
- Adhere to guidelines established in the Policy & Procedure Manual, including the reporting of any abuse or other unacceptable treatment of animals;
- Must use discretion and good judgment at all times to ensure the good reputation of the organization;

### POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position.

- High-school diploma, G.E.D. or equivalent
- Post-secondary degree in a related field
- 2 years of working experience in a volunteer coordination capacity preferred
- Strong interpersonal skills and have ability to work independently and/or as part of a team.
- Strong written and verbal skills with the ability to communicate effectively and efficiently.
- Must provide a clear police records and vulnerable sectors check.
- Politically and culturally sensitive.
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- Excellent verbal, written and presentation skills.
- Must have intermediate experience in MS office programs.
- Ability to develop recruitment and selection procedures.
- Proven ability to supervise, motivate, train and monitor the performance of a team of volunteers.
- Ability to conduct effective presentations.
- Ability to communicate in a friendly and informative manner with people from a wide variety of cultural and ethnic backgrounds and lifestyles.
- Solid negotiation, conflict resolution, and people management skills.
- Excellent teamwork and team building skills.
- Must have a valid driver's license and a reliable vehicle.

### CORE COMPETENCIES:

- Communication
- Team Work
- Time Management/Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing/Problem Solving
- Accountability and Dependability
- Leadership
- Coaching and Mentoring

### WORKING CONDITIONS:

- Full-time, 40 hours weekly including evenings and weekends.
- Able to attend after hours meetings and events as needed as well as emergencies that may occur after regularly scheduled work hours
- Demonstrate regular and consistent attendance and punctuality
- Manual dexterity required to use desktop computer and peripherals.
- Intermittent physical activity including walking, standing, sitting, lifting and supporting animals.

VALUES:

The employee must demonstrate ability to work effectively with others (including co-workers, volunteers, customers and others) by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.

In addition to the duties listed above, the Centre expects the following of each Full and Part Time staff member: adhere to KWHS policies and procedures; works in a safe manner; acts as a role model within and outside the Centre; seeks out opportunities for continuous professional development; performs duties as workload necessitates; maintains a positive and respectful attitude; communicates regularly with supervisor about department issues; demonstrates efficient time management and prioritizes workload; consistently reports to work on time prepared to perform duties of the position; meets department productivity standards; participates in KWHS events as needed or required; and, completes other duties as assigned.

APPLICATION SUBMISSION:

Please submit your **resume with cover letter** to the attention of **Kim McDonald, Human Resource Manager**, via email at ***kim.mcdonald@awasco.ca***

We thank all candidates for their applications; however only those selected for an interview will be contacted.

The Humane Society welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.