

POSITION DESCRIPTION

Title:	Volunteer Coordinator
Reports to:	Executive Director
Direct staff reports:	N/A
Hours:	40 hours/week <ul style="list-style-type: none"> • Regularly scheduled hours Monday to Friday from 8:30 – 4:30pm • Evening and weekend work regularly required, resulting in flex scheduling
Position duration:	Permanent Fulltime
Description approval date:	January 2, 2018

The Cancer Assistance Program (CAP) is a community-based not-for-profit organization that provides free services for individuals affected by cancer, living in the greater region of Hamilton and surrounding communities. Services are intended to reduce the financial burden associated with a cancer diagnosis, remove barriers and create access to care and improve day-to-day quality of life.

The Cancer Assistance Program is dependent upon volunteers for the delivery of its valuable services and for support in raising the required funds to ensure the continued availability of these services.

SUMMARY OF POSITION

General Responsibilities

The Volunteer Coordinator is responsible for the overall development and maintenance of a dynamic volunteer program. Responsibilities generally include the recruitment, screening, selection, orientation, training, placement, motivation and evaluation of volunteers. The Volunteer Coordinator is at the forefront of CAP's volunteer program and is accountable for promoting volunteer opportunities to the public and promoting CAP as a charity of choice with which to volunteer. Key volunteer areas of responsibility include (but are not limited to) Administration and Client Services, Drive and Ride Program and Fundraising. Other responsibilities include the development and maintenance of policies and systems to ensure effective volunteer program management.

Program Development

- Work closely with the staff and volunteer team to determine organizational needs for which volunteers could be utilized.
- In collaboration with the Executive Director, develop and execute a volunteer recruitment and retention strategy, including the development of a volunteer recognition program.
- Develop and maintain policies and systems for effective volunteer management
- Research best practice in volunteer management and incorporate the same into CAP's volunteer program, while also accounting for and respecting CAP's unique needs. All programs should follow HR best practices ensuring all legislation is being followed.
- Assist with the development and administration of an annual volunteer satisfaction survey and collaboratively with the Executive Director, implement program changes in accordance with survey feedback.

Volunteer Leadership

- Recruit, screen, select, place, orientate, schedule, motivate and review performance of volunteers.
- Develop volunteer position descriptions and review and update annually or as required.
- Promote volunteer opportunities with CAP, in the community, utilizing existing resources such as attending volunteer fairs and/or publicly speaking at forums or with organized groups which include potential volunteer candidates.
- Develop and distribute volunteer recruitment materials, strategically targeting intended audiences.
- Respond to all community inquiries regarding volunteering.
- Provide day-to-day and position-specific support for volunteers or, where volunteers receive day-to-day support and supervision from other staff members, provide assistance to those staff members in order to ensure volunteers are receiving the supports required to enable them to effectively perform their assigned role(s).
- Establish and conduct regular volunteer performance reviews, including exit interviews.

- Communicate with volunteers on a regular basis to ensure a positive experience for both the volunteers and CAP.
- Schedule and facilitate regular volunteer team meetings.
- Coordinate and schedule skill-building and/or educational workshops for volunteers, based on identified needs and/or requests by volunteers for further development.
- Plan and facilitate the annual volunteer recognition event and holiday functions, as appropriate.
- Be the first point-of-contact for volunteer complaints or concerns, always keeping the Executive Director aware of these complaints or concerns but only escalating the same to the Executive Director as required.
- Maintain volunteer records using Excel and/or CAP's Raiser's Edge database.
- Contribute to the ongoing review, analysis and evaluation of service quality and effectiveness of the volunteer program.

Community Engagement and Agency Representation

- Participate in the Hamilton Administrators of Volunteers (HAV) group, as a representative of CAP.
- Represent CAP the Professional Association of Volunteer Leaders – Ontario (PAVRO).
- Act as an Ambassador of CAP when engaging with the community for the purpose of recruiting volunteers or fundraising on behalf of any one of CAP's Event Committees.
- Use discretion and good judgment at all times so as to contribute to the positive and professional reputation of the organization. This includes the personal use of social media platforms, including but not limited to Facebook, Twitter, Instagram and LinkedIn.

Leadership and Support

- Working with the Manager of Fund Development, participate in all CAP Event Planning Committees to ensure sufficient volunteer resources are available to support Event Committees and the actual day of event.
- Assist the Manager of Fund Development to ensure that committee volunteers have their needs met and are communicated with in a timely and meaningful manner and have the resources necessary to perform their roles.
- Attend events and provide support and leadership at these events, as determined in collaboration with/assigned by the Committees.
- In collaboration ensure that event volunteers are thanked and recognized for their contribution the event and provided an opportunity for feedback post event.

Other responsibilities

- Provide the Executive Director with a monthly report to be shared with the Board of Directors regarding the Drive & Ride Program, Client Services and Equipment and Nutritional Supplement usage.
- Manage the Volunteer Program budget, ensuring monthly, quarterly and annual expenditures are aligned with the approved budget and reviewing variance reports with the Executive Director as required.
- Assist with annual budget development for the volunteer program.
- Provide input into the annual planning of fundraising events, including insights around event success, projected revenues and expenses and required agency staffing and volunteer resources.
- Participate in human resources activities such as position-specific training and professional development and performance reviews of self, colleagues and the Executive Director.
- Update the CAP website as required, to ensure current content in relation to fundraising events, volunteer recruitment activities and other general information being shared with the public.
- Carry the after-hours phone and provide on-call coverage for the Drive & Ride program one week out of every four, on a rotating basis.
- Other duties as assigned.

MINIMUM EDUCATION / EXPERIENCE / SKILLS REQUIREMENTS

- Completion of Volunteer Management Certification (or willingness to work towards the same) or other related post-secondary diploma or degree.
- At least three years of experience supervising/leading multi-functional volunteer teams as they work towards the achievement of a common goal.
- Knowledge of HR practices that follow ESA and human rights legislation.

- Exceptional written and verbal skills with the ability to communicate effectively and in accordance with the situation and audience.
- Excellent interpersonal and relationship building skills and demonstrated experience working effectively on a team.
- Excellent public speaking and presentation skills.
- Sound judgement, conflict resolution, creative problem solving and decision making skills.
- Intermediate to excellent proficiency in MS office applications (Word, Excel, Power Point).
- Excellent planning, organizational and time management skills.
- Ability to maintain a high degree of confidentiality.
- Ability to work well independently with minimal supervision.
- Ability to work flex hours.
- Valid driver's license and \$2,000,000 Third Party Liability Insurance
- Presentation of a clear vulnerable clearance check.