

POSITION DESCRIPTION

Title:	Volunteer & Client Services 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 8:30am – 4:30pm Some evenings or weekends may be required
Position duration:	14-month Maternity Leave contract
Start date:	November 2021

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. Services are intended to reduce the financial burden associated with a cancer diagnosis, remove barriers, 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 & Client Services Coordinator is responsible for the overall development and maintenance of a dynamic volunteer program as well as overseeing the facilitation of CAP’s Client Services programs. Responsibilities include: the recruitment, screening, selection, orientation, training, placement, motivation, and evaluation of volunteers. The Volunteer & Client Services 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. The Volunteer & Client Services Coordinator also manages the Client Services program, assessing the needs of clients, maintaining personal care inventory, managing the client services database, and evaluating services for any additions or changes.

Program Development

- Work closely with the staff and volunteer team to determine organizational needs for volunteer placement and enhanced services.
- In collaboration with the Executive Director, develop and execute a volunteer recruitment and retention strategy, including the volunteer recognition program.
- Develop and maintain manuals, policies, and systems for effective volunteer management
- Research best practices 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 work collaboratively with the Executive Director to implement program changes in accordance with survey feedback.

Volunteer Leadership

- Recruit, screen, train, schedule, motivate and review performance of volunteers.
- Develop volunteer position descriptions and review and update annually and/or as required.
- Promote volunteer opportunities with CAP virtually and 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.
- Respond to all community inquiries regarding volunteering.
- Provide day-to-day and position-specific support for volunteers
- Provide ongoing communication with volunteers to ensure a positive experience for both the volunteers and CAP.
- Prepare and circulate a monthly newsletter for all volunteers
- Schedule and facilitate regular volunteer team meetings.
- Schedule volunteer hours and work schedules.
- 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 and holiday event.
- Manage any volunteer complaint or issues and work to a positive resolution.
- 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.

Client Services Coordination

- Team lead on all client programs and services.
- Assist with annual budget development for all client services program.
- Provide on-call coverage for the Drive & Ride program and coverage for the Drive Desk when Volunteer Drive Coordinators are unavailable.
- Maintain the inventory for personal care items and fulfill orders as needed.
- Communicate daily with Client Service volunteers and the Drive Desk Coordinator regarding updates with the Drive and Ride (D&R) and Drive to Deliver (D2D) programs.
- Ensure that weekly deliveries for the Drive to Deliver (D2D) program are fulfilled and ready for weekly Friday pickups by volunteer drivers.
- Manage client complaints and issues and work with the Executive Director to find a positive resolution.
- Provide 1-1 service and fittings for those clients needing bras, wigs, and mastectomy items.
- Oversee the data input of all client registrations and activities.
- Provide a monthly report regarding the Drive & Ride Program, Client Services and Equipment and Nutritional Supplement usage.
- Regularly interacts with other community cancer organizations.
- Act as staff liaison for Quality and Risk Board Committee.

Education/Experience/Skill 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.
- Excellent planning, organizational and time management skills.
- Knowledge of HR practices that follow human rights legislation.
- Sound judgement, conflict resolution, creative problem solving, decision-making skills and ability to multitask.
- 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.
- Proficiency in MS office applications (Word, Excel, Power Point).
- 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 vulnerable sector clearance.

To apply, please submit resume to humanresources@cancerassist.ca by Friday October 22, 2021. Only those individuals chosen to move to the next stage will be contacted personally.