



Malvern Family Resource Centre

JOB DESCRIPTION

Position : Volunteer Co-ordinator

Department: Administration

Job Summary: To co-ordinate and manage the volunteers, and co-ordinate all outreach activities in all areas of Malvern Family Resource Centre

Key Responsibilities

The Volunteer/Outreach Coordinator will be responsible for:

- establishing the systems, processes, policies and procedures necessary to create exceptional volunteering experiences for students or anyone interested in volunteering their time at Malvern Family Resource Centre.
- strategizing, promoting, monitoring, and evaluating all outreach activities to ensure optimum results are achieved .

Duties

Volunteer Co-ordination

Volunteer Orientation

- Organize and facilitate information and orientation sessions for potential volunteers.
- Interview and screen potential volunteers to assess suitability for placement, and ensure they are appropriately matched and trained for a position at Malvern Family Resource Centre.
- Coordinate additional volunteer training sessions including on-going development training sessions that will support volunteers.

Volunteer Recruitment

- Generate appropriate volunteering opportunities and role descriptions based on the needs of the organization.
- Outreach more actively and aggressively to recruit volunteers from various ethno- specific communities.
- Organize profile-raising events to attract new volunteers.
- Maintain on-going relationships with mall management, partners and community agencies.
- Liaise with school principals and colleges/universities to recruit student volunteers.
- Attend volunteer/community fairs to promote programs while recruiting volunteers

Volunteer Retention

- Develop a system for retaining and motivating volunteers
- Raising staff awareness of the role and function of volunteers.
- Attend strategically selected workshops and community events to support work with volunteers.
- Support volunteer advisory committees when required.

Volunteer Recognition

- Plan and implement volunteer recognition events and other support by fostering positive volunteer development.
- Monitor, support, and accredit volunteers and their work.
- Celebrate volunteering by nominating volunteers for awards and organizing celebration events.

Outreach Co-ordination

Direct Community Outreach

- Develops strategies to ensure that all residents of the Rouge River riding are aware of programs and services.
- Reviews program information materials such as brochures, flyers, and newsletters.
- Follows up with PR co-ordinator to ensure website is maintained.
- Generates and evaluates new ideas for articles, press releases, events, etc. and ensures co-ordination and consistency with desired organization image; presents ideas to management.
- Ensures current program users of new programs and services are informed through personal outreach.
- Assists with client assimilation into other ongoing programs at the Centre by referring, giving support, and providing information to parents.

Agency Liaison

- Maintains relations with PR and press agencies, media planners and events organizers, in the framework of assigned procedures and programs and ensuring achievement of defined goals.
- Serves as liaison with PR agencies, news agencies, event organizers, etc. to ensure project goals are met.
- Serves as the principal contact for incoming communication from the media and general public.

Evaluation

- Evaluate current methods to measure effectiveness of outreach and make recommendations for improvement.
- Advises management of opportunities to enhance or modify the organization's image.
- Follows through on suggestions and recommendations made by the public relations committee.

Administration

- Supervise all volunteers including placement students, and assist managers with evaluations/reports.
- Liaise with departments to develop partnerships and assess their volunteering needs.
- Organize and schedule volunteers based on departments' needs.
- Review and revise the Volunteer Training Manual in consultation with the Executive Director.
- Collect, analyze and record volunteer statistics.
- Maintain database by updating all volunteer information monthly into the database.
- Develop proper tools and forms, and research/draft volunteer policies and guidelines to ensure volunteer co-ordination is smooth.
- Monitor and analyze legislation and regulations related to volunteering/outreach and making any necessary modifications to accommodate changes.
- Keep senior management informed of how these new trends/issues may impact on programs.
- Attends training sessions that will improve public relations strategies.
- Work with multiple agencies across different sectors to establish good working relationships to influence decisions about volunteering.
- Participate on Board committees, including Public Relations and Volunteer
- Other duties as required or as assigned.

Skills, Education, Experience and other Requirements

- A social work degree or diploma, or background in the social service field
- Experience working with volunteers, or volunteer supervision and coordination
- Experience in, or with the, non-profit sector
- Excellent interpersonal, conflict resolution, verbal and written communication skills.
- Program development and implementation skills.
- Demonstrated ability to work in a team setting.
- Strong ability to work with and relate to diverse groups.
- Good working knowledge of computers and appropriate software
- Valid Driver's License with access to a car.
- Commitment to anti-racism and non-discrimination practices.
- Demonstrated ability to manage multiple deadlines.

Salary Range & Hours of Work

- 22.5 hours per week including occasional evening and weekend work as needed.

Accountability:

- Reports directly to the Executive Director

Closing Date: Tuesday April 30th, 2019 at 5:00pm (EST) - Please send resume and cover letter as one document with your name appearing 'First Name Last Name – Volunteer Co-ordinator as the attached file name in .doc or .pdf format. No phone call please!

Applications should be submitted by email to anusha@mfr.org with "Attention: Hiring Committee – Volunteer Co-ordinator" on the Subject line.

Malvern Family Resource Centre is an equal opportunities employer. All applicants are thanked in advance for their interest, however, only those selected for an interview will be contacted. If you are contacted by MFRC regarding a job opportunity and need accommodation through the hiring process, please contact us at aoda@mfr.org (This address is for accommodation inquiries ONLY. Resumes sent to this address will not be considered.)