



Volunteer Coordinator Job Description

The successful volunteer coordinator will be joining a small, dynamic team driving rapid growth in our organization. The coordinator demonstrates passion for volunteer work and is meticulous in record keeping. The coordinator prioritizes the support and safety of both clients and volunteers and upholds the values of PCSBV. The coordinator will be joining at a time of exciting evolution for the organization and will be key part of driving the focus on expanding and supporting our team of volunteers.

Essential Functions:

- Manages client referral intake including:
 - Initial contact with referrals,
 - Assessment of referral needs,
 - Ongoing psychosocial and navigation supports for clients, as needed, and
 - Referral to external supports, as deemed appropriate.
- Coordinates Volunteer Program in accordance with PCSBV short- and long-term strategic goals.
- Directs an on-going recruiting effort to increase volunteer participation, as needed.
- Screens all potential volunteers in accordance with PCSBV volunteer screening policies.
- Collaborates with the Program Manager in development and execution of the volunteer training and deployment program.
- Supports the Program Manager in ensuring that the program meets the standards set by regulatory or certification bodies regarding the participation of volunteers, as required.
- Matches volunteers to opportunities that suit their skillset and interests, ensuring they understand their responsibilities, and receive appropriate training.
- Ensures compliance with Alberta OH&S policies in collaboration with the Program Manager.
- Keeps new and existing volunteers informed about the organization and volunteer opportunities.
- Monitors reports from the volunteers and brings urgent items to the attention of relevant staff team member.
- Maintains on-going communication with volunteers.
- Provides direction for the solving of concerns involving volunteers in accordance with PCSBV policies and procedures.
- Submits timely reports to the Program Manager regarding volunteer activities and levels of participation.

- Evaluates all volunteers annually and provides quarterly reports to the CEO.
- Maintains volunteer personnel files in accordance with PCSBV data protection policies.
- Designs volunteer appreciation activities and programs in collaboration with the Program Manager and the CEO.

Experience and Qualifications:

- Experience in volunteering, volunteer management, and volunteer recruitment.
- Experience working with vulnerable populations (I.e., in health care, palliative approach to care, psychosocial supports)
- Excellent communication and interpersonal skills.
- Excellent organization and team-building skills.
- Excellent writing and presentation skills.
- Proven ability to achieve goals through coordination of many individuals and activities.
- Ability to provide direction and implement policies while building warm, compassionate relationships with volunteers.
- Experience in accepting and working within a wide variety of cultural, educational, and religious differences.
- Flexibility and willingness to cooperate with the team.
- Knowledge of PCSBV philosophy and concepts of care.

This full-time position, reporting to the Program Manager, will require the individual to work 40 hours a week, including occasional evening and weekend hours.

A competitive salary will be provided between \$60,000 to \$70,000 per annum commensurate with experience.

Paid vacation and benefit allowance will also be provided.