



EMPLOYMENT OPPORTUNITY

NIAGARA FOLK ARTS MULTICULTURAL CENTRE (NFAMC)

is holding a competition for the position of:

Volunteer Coordinator (37.5 hours per week) @ \$29.83 per/hr

We are searching for a passionate professional who leads with a people-first lens and inspires and motivates others to do the same. Reporting to the Community Connections Program Lead, the Volunteer Coordinator supports all aspects of the volunteer life cycle from recruitment and onboarding to retention and recognition. They promote best practices in volunteer engagement to support and monitor desired outcomes through coaching volunteers and staff. The Volunteer Coordinator is part of a team of dedicated professionals who provide client centred service in ways that are aligned with the NFAMC's core values. By joining our dynamic team, your work will be meaningful and will have an impact locally and beyond.

Position Summary

- Under the direction of the Community Connections Program Lead, establish goals and timeframes for the implementation and ongoing operation of a comprehensive volunteer program.
- Engage community agencies and educational institutions to help increase their level of awareness of the volunteer opportunities available at the NFAMC.
- Engage NFAMC clients – at all of the organization's locations, to increase client involvement in the organization, its programs and events, and to help promote volunteering.
- As part of a multi-disciplinary team, develop and implement assessment tools, processes and procedures, to ensure all individuals seeking service are assessed for program suitability and eligibility.
- Promote the agency's mission and vision to the community, employers, business groups and other individuals and organizations in order to market the services and programs to those in positions to help the agency in achieving our Strategic Outcomes and to recruit potential clients.
- Communicate with all programs on a regular basis to identify volunteer opportunities; develop volunteer positions and job descriptions and ensure that volunteer levels are adequate for each program.
- With support of the team, recruit, interview, screen and select volunteers.
- Develop and deliver training for the Program Leads, so that each department is prepared to oversee and work with volunteers.
- Develop and implement regular volunteer recognition activities, work in partnership with community partners whenever possible.
- Conduct regular performance reviews and exit interviews of volunteers.
- Conduct Volunteer Criminal Record Checks and maintain their validity.
- Ensure accuracy is achieved for the completion of volunteer applications, and the capturing and reporting of data; develop, maintain and analyze volunteer database which will include attendance, training, outcomes achievement and generate reports.

Education/ Training / Professional Development

- Post-secondary education degree or diploma, with a focus in Volunteer Management is preferred. Completion of one of the following human services disciplines may be an acceptable alternative: Social Work/Services, Social Justice and Equity, Psychology, Sociology or Human Resource Management

Please list in your application the training (or comparable) you have completed from this list:

- Case Management, Gender Based Analysis (GBA+), Human Trafficking, Conflict Resolution, Prevention/Management of Aggressive Behaviour, Mental Health First Aid, Suicide Intervention, Motivational Counselling Techniques, Crisis Prevention & De-escalation, Non-Violent Crisis Intervention/Counselling, Anti-Racism & Anti-Oppression Capacity Building, Building Inclusive

Communities, LGBTQ2S+, Positive Spaces, Cultural Competency/Humility, Immigrant and Refugee Mental Health, Trauma Informed Care Practice, and Emergency First Aid & CPR.

Required Expertise

- Minimum of two years of experience in a front-line client-first role in a charitable organization with experience specifically in volunteer management (recruiting, screening, training and evaluating).
- Ability to work effectively in a wide range of settings with individuals from diverse backgrounds. Bilingualism (French/English) or proficiency in a second language would be an asset.
- Ability to apply knowledge of the centre's strategic direction, outcomes measurement and case management frameworks to the role.
- Substantiated experience with designing and facilitating training and developing training tools.
- Experience with special event planning - virtual and in-person - managing event logistics and resources.

Essential Skills/ Knowledge

- Sensitivity to issues of immigration and knowledge of adjustment and transitional issues specific to newcomers; patience, compassion and sensitivity.
- Ability to promote Centre-wide services and activities to all guests, to help increase awareness and overall interest in the various facets of the organization, beyond the scope of the initial inquiry (up-selling).
- Ability to build, develop and deliver a strong consistent level of customer service.
- Advanced oral and written communications skills and demonstrated ability in dealing effectively with diverse stakeholders and staff at all levels of the organization.
- Volunteer supervisory skills, including the ability to create schedules, one-to-one coaching, performance evaluations and regular supervision of volunteers.
- Exhibit a strong sense of discretion and judgement; ability to manage sensitive and confidential matters, agency files and documentation.
- Demonstrated experience in developing and maintaining community relationships and partnerships.
- Ability to remain calm and diplomatic, especially in high stress situations.
- Strong interpersonal, time management, problem-solving and creativity skills.
- Flexible, self-directed, and able to work effectively with minimal supervision.
- Team-player who is capable of working independently.
- Ability to accurately collect, manage and report data to direct supervisor for reporting purposes.
- Advanced computer skills, utilizing all Microsoft Office applications, Google Workspace and skilled in presenting information on virtual platforms such as Zoom, Google Meet and more. Experience with databases is required; experience using iCARE or OCMS is an asset.
- Ability to work flexibly - days, evenings and weekends as needed.

NFAMC embraces diversity and is committed to creating an inclusive workplace and welcomes applications from all qualified persons. Our objective is to attract and engage highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences, perspectives and skill sets. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to the Hiring Committee with an acceptable amount of advance notice.

Deadline to apply is Monday May 27, 2024 by 12:00 p.m.

Apply **ONLY** by email to: Hiring Committee, recruitment@folk-arts.ca, quoting "Volunteer Coordinator Position" in the subject line of your email.

Please detail in your cover letter and resume how your experience, education, professional development and career goals align with this position as this is a competitive position.

We thank all applicants in advance for their time invested in applying and the interest in our organization. Late resumes will not be considered. No phone calls, emails or in-person visits regarding this position will be accepted. Only those candidates being considered will be contacted.