



## **Volunteer Coordinator – Full-Time Permanent**

Are you looking for a meaningful career with a dynamic organization that impacts the lives of children living with chronic hunger from severely food insecure homes in the Waterloo Region? Food4Kids Waterloo Region's mission is to provide food to 1,100 kids ages 1-14 living with chronic hunger from severe food insecure homes on weekends and during school breaks. Our program continues to grow as our funding allows.

Food4Kids Waterloo Region has an opening for an individual with volunteer coordination or similar experience, who is excited to make a difference in Waterloo Region. The Volunteer Coordinator role brings together volunteers to help and is excited to coordinate all aspects of our volunteer program.

Reporting to the Executive Director and working with a small staff team along with hundreds of volunteers annually, this position is primarily responsible for the day-to-day volunteer coordination of our organization's mission. The Volunteer Coordinator is the liaison to our corporate and community volunteers, helping to educate and increase awareness of our mission, which increases our volunteerism, fund development, and engagement.

Reporting to the Executive Director and working collaboratively with 2 staff and volunteers, the Volunteer Coordinator plays an essential role in our organization, ensuring that there are volunteer resources in place to achieve our mission. The Volunteer Coordinator supports the program through volunteer recruitment, training, and engagement to meet operational, administrative and event needs while using available systems to track and report volunteerism. Volunteer engagement is at the heart of our program.

### **Duties and Responsibilities:**

- Works with staff to ensure volunteers are engaged and well-utilized. This will include developing a deep understanding of our program, the needs, and feedback and then developing processes within the volunteer program to best support them.
- Oversee administrative aspects of the office and volunteer program including but not limited to completing volunteer needs assessments, volunteer role development, risk assessments, application forms, volunteer interviews, criminal reference checks and other related materials or forms.
- Maintain our volunteer management system and act as subject matter expert providing training and resources to other staff who utilize the system. This includes ensuring all volunteer hours are actively and accurately tracking hours in the volunteer management system by role or program.
- Coordinate the recruitment process for the volunteer program including the posting of volunteer openings through various channels, conducting live information sessions overseeing incoming volunteer applications, conducting prescreening, scheduling, and participating with staff in interviews, conducting references and gathering required documentation of potential volunteers.
- Develop and implement volunteer onboarding and training for each volunteer role in conjunction with other staff input.
- Actively participate to coordinate volunteer needs for projects and events. Depending on the size and scope of the project and event this may include managing volunteers' time and duties throughout the project or at an event or maintaining a volunteer roster for use by internal staff for their coordination.
- Provide supervision to volunteers when needed, such as when a volunteer supervisor is unavailable.
- Cross-train volunteer roles throughout the year or as volunteer roles evolve to ensure an in-depth understanding of the needs of the role and our volunteers' experiences. Volunteer positions can be physically demanding with the requirement to lift upwards of 50 pounds above or at waist height, in sometimes awkward positions.
- Develop and maintain a volunteer engagement, ensuring staff buy-in to foster volunteer commitment and connection to Food4Kids Waterloo Region. Volunteer engagement will be maintained through:

- o Conducting volunteer check-ins
- o Managing volunteer evaluation process as required
- o Planning and executing ad hoc and planned recognition of volunteers including National Volunteer Week events consistently throughout the organization.
- o Developing volunteer succession planning where appropriate including cross-training, backup resources etc.
- o Conduct volunteer surveys followed by volunteer engagement sessions to share results, and collect feedback with staff and volunteers.
- Support data analytics and reporting
- Help create and distribute communications to all volunteers and agencies via notices, communication boards, newsletters, and other appropriate mediums

**SKILLS:**

- Professional and positive team approach
- Strong communication skills both written and verbal
- Thrive in a fast-paced environment
- Aptitude with systems and technology
- Effective delegation skills
- Frontline work/volunteer experience in a community service environment
- Post-secondary education in social work, volunteer management or related discipline
- Excellent communication, time management, and organization skills
- Commitment to food security, social justice and knowledge of social services and community resources
- Ability to lift up to 50 pounds
- Advanced computer skills, including volunteer and other database management, Microsoft Word, Excel, Google Docs and OneDrive
- Interacts with employees, volunteers, external stakeholders and management with dignity, respect, and professionalism

**Working Conditions**

- Ability to work autonomously and as part of a team
- On-site office (10 Washburn Drive, Kitchener) with a work week of 35 hours Mon-Fri. Occasional evening and weekend work is required for attendance at meetings and special events
- Flexible, versatile, and able to adapt to a changing work environment
- It is understood that all team members are often required to work irregular hours to ensure that the objectives of the organization and our commitments to volunteers, members and the community are being met. Food4Kids Waterloo Region provides employees with a flexible benefits package that accommodates hours worked above and beyond and strives to address the personal time needs of each employee.

**To apply, please email us your cover letter and resume to [lorrydetta@food4kidswr.ca](mailto:lorrydetta@food4kidswr.ca). No phone calls, please.** Please include in your cover letter a description of why you're the right fit for this position.

Applications will be accepted until March 21, 2023

As part of Food4Kids Waterloo Region's commitment to racial justice, reconciliation, and inclusion, we encourage applications from members of Black, Indigenous, and racialized communities; Two-Spirit, non-binary, trans, lesbian, gay, bisexual, and queer people; people with disabilities; and members of other equity-seeking groups. Accommodations are available on request for people with disabilities who are selected for an interview and for all aspects of the selection process.