

JOB POSTING **(Internal/External)**

POSTING NUMBER: 2019-065

POSITION: Full Time Volunteer Coordinator
Group Benefits & RRSP'S

POSTING DATE: September 19th, 2019

CLOSING DATE: Send your resume and cover letter, quoting posting number **2019-065** to Hrrecruitment@sghottawa.com no later than **4pm on September 26th, 2019**

RESPONSIBILITIES

The Community and Volunteer Services team's mission is to build a stronger community by linking people together, bridging gaps and meeting needs in a proactive and purposeful way. In pursuit of this goal, the volunteer coordinator plays a key role in volunteer recruitment, screening, onboarding, support and appreciation. This includes:

- Receiving all new volunteer applications, processing and onboarding new volunteers.
- Maintaining Master Schedule of all volunteer positions including highlighting any gaps.
- Working with new volunteers to ensure the onboarding process is completed and all necessary documentation is on file.
- Attending volunteer Town Halls for downtown volunteers on a monthly basis, supportive housing meetings on a quarterly basis.
- Following up on volunteer/staff feedback or concerns on a proactive and reactive basis.
- Maintaining volunteer records and hours using Raiser's Edge.
- In collaboration with CVS management team, assisting with planning and executing various volunteer appreciation activities.
- In collaboration with CVS management team, participating in corrective action with volunteers – providing coaching, feedback, and support to ensure volunteers have the necessary tools to perform their tasks.
- Additional tasks as required.

QUALIFICATIONS

- Post-secondary education in social sciences, volunteer management, administration or related field, or an acceptable combination of education and experience.
- Demonstrated experience providing direct or indirect supervision to volunteers. Experience in a similar role is an asset.
- Excellent administrative, organizational and time management skills.
- Ability to be flexible with schedule to respond to operational needs.
- Ability to work in fast paced, versatile environments
- Ability to travel to all SGH locations around the city.
- Ability to perform and make decisions under pressure.
- Excellent verbal and written communication skills
- Ability to work independently with some supervision.
- Proficiency in Microsoft Office, particularly MS Excel
- Experience with Raisers Edge or similar software is an asset.

- Knowledge of Shepherds of Good Hope's programs and services is an asset.
- Ability to perform physical work at times, including lifting up to 25lbs.

Shepherds of Good Hope is committed to being responsive to the diverse needs of our clients, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process, and we will work with you to meet your needs.