

Volunteer Program Coordinator

Under the direction of the Manager of Programs and Services, the Volunteer Program Coordinator is responsible for providing functional guidance to volunteers and unpaid students, act as a consultant and be a resource for all Copernicus Lodge volunteer programs.

Key Role Duties:

- Recruits, screens, and on-boards all Copernicus Lodge volunteers.
- Gathers information from key internal and external stakeholders to assist with and provide feedback in the coordination, planning, implementation and evaluation of volunteer activities.
- Assists in ensuring the provision of quality programs and services by providing volunteers with appropriate resources, training, experiences and placements at Copernicus Lodge
- Coordinate with the Manager of Programs and Services and internal Departmental staff preceptors to deliver orientation to Copernicus Lodge and implement strategies for the recruitment, recognition, and retention of volunteers and unpaid students.
- Ensures quality assurance in screening methods and processes
- Maintains records and continuous improvement activities.
- Liaison between volunteers and community organizations.

Qualifications:

EDUCATION

- Completion of post-secondary education in Business Administration, Human Resources or equivalent
- Volunteer Program Management Certificate is required
- Post-secondary training in a health-related field is an asset

KNOWLEDGE/EXPERIENCE

- Minimum of 3 years in volunteer coordination
- Demonstrated experience in volunteer coordination, event management, public speaking, conducting workshops, organizing demonstrations and displays, community development or working with people is necessary
- Demonstrated understanding of the Canadian Code of Volunteer Involvement and knowledge of the Volunteer Management Cycle
- An understanding and commitment to volunteerism and peer education
- Experience in volunteer screening methods and processes
- Experience in inventory tracking and resource allocation
- Demonstrated ability to meet the physical demands of the position

- Working knowledge of community programs and resources in the Toronto/Roncesvalles area is an asset
- Expertise and a good understanding Copernicus Lodge departmental priorities and strategies
- Experience as a volunteer is an asset
- Experience in mass/multi-channel media and communications

SKILLS

Interpersonal

- Excellent interpersonal skills with the ability to provide functional leadership, juggle and balance many volunteers, stakeholders, and competing interests
- Strong focus on providing excellent customer service
- High energy, enthusiastic, team player
- Possess a strong initiative and proven ability to work independently and as well as cooperatively within a multi-disciplinary team

Planning

- Strong organizational skills and ability to prioritize work and multi-task with high efficiency
- Demonstrated ability to take the initiative and provide support with internal and external stakeholders
- Ability to work under pressure and meet tight deadlines
- Experience in coordination of volunteers and resources to meet community needs
- Demonstrated inventory tracking and control
- Ability to assist in planning and executing placement coordination and resource requirements for programs
- Ability to conduct recruitment plans and training needs

Problem Solving

- Ability to coordinate volunteers and a variety of stakeholders and schedules
- Demonstrated sound judgment and ability to solve problems
- Excellent organizational skills and attention to detail
- Conduct risk management activities (in consultation with the Manager when required) to identify and reduce the potential risk in the volunteer programs (e.g. determine the appropriate level of screening)

Communication

- Excellent written and verbal communication skills
- Good comprehension and adherence to communication policies
- Demonstrated positive relationships with community groups and volunteers
- Undertake internal and external publicity and promotion of programs

- Assist Manager in communication materials to promote program and scope
- Strong understanding and application of mass/multi-channel media and communication materials to promote programs and scope

Technical

- Superior skills with MS Word, Excel, PowerPoint, Access, Adobe (Writer, Reader and Captivate)
- Ability to work with Volunteer specific software
- Ability to create and upload video blogs

SPECIAL CONDITIONS

- Must possess and maintain a valid and unrestricted specified license for the class of the vehicle operated
- Must maintain the ability to travel promptly to other offices, work locations or sites as authorized by the Corporation for business reasons
- Annual influenza vaccination is recommended.

Successful candidates hired to work within Copernicus Lodge in this role are required to provide the following information as a Condition of employment:

- Vulnerable Sector Check;
- Proof of Covid-19 Full Immunization
- TB Skin Testing;
- Negative Covid-19 PCR Test within last 7 days.

If this resonates with you, we want to talk to you! So send in your CV today at info@resumes@copernicuslodge.com . We thank all applicants who apply, but only those selected for an interview will be contacted.