

**\* \* \* JOB POSTING \* \* \***

**Position Title:** Manager, Volunteer Resources

**Reports to:** Executive Director

**Salary Range:** \$50,224 – 63,230 plus benefits

**Position Type:** Full-time, hybrid

**POSITION SUMMARY:**

The Manager, Volunteer Resources is a leadership position created to support NYWC’s strategic priorities and expansion goals. The Manager, Volunteer Resources is fully responsible for managing all volunteer resources, which includes student and work placements. The Manager, Volunteer Services has primary accountability for managing a portfolio that includes identifying appropriate and meaningful volunteer opportunities and priorities; directly recruiting, managing, supervising and evaluating volunteers; and providing guidance, support, resources and tools to staff working with volunteers. For the purpose of this job description, reference to “volunteer” shall be read to include student and work placements. Given the nature of the role, some evening/weekend work is required.

**DUTIES & RESPONSIBILITIES**

Volunteer Program Development and Oversight (40%)

- Develop and implement goals and objectives for the volunteer program that reflect NYWC’s mission and advance its strategic priorities
- Oversee all aspects of the volunteer program to successfully achieve program goals and objectives
- Assess the need for, and best use of, volunteers to enhance program and service delivery, promotion and outreach, and administration
- Identify volunteer assignments that provide meaningful work for volunteers and prepare volunteer position descriptions in consultation with staff as appropriate
- Evaluate the risks associated with each volunteer position and take appropriate action to control risks
- Ensure volunteers work in a safe, healthy and supportive environment in accordance with all appropriate legislation and regulations
- Develop, administer and review policies and procedures that guide the volunteer program
- Develop, administer and maintain forms and records to document volunteer activities
- Conduct ongoing evaluation of volunteer activities and implement improvements as needed
- Prepare reports on the contribution of the volunteer program to the organization and its programs
- Administer and monitor expenses for the volunteer program against the approved budget

Volunteer Leadership and Engagement (40%)

- Provide leadership and mentoring with a goal to sustaining a cohesive, motivated volunteer team
- Conduct outreach to gain community support for the volunteer program and for NYWC
- Develop and implement effective strategies to recruit the right volunteers with the right skills
- Develop and implement an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualifications and interests of volunteers and the organization’s needs
- Develop and implement a screening process for potential volunteers according to appropriate and accepted screening standards and practices

- Orient volunteers to increase their understanding of NYWC, its work, service users, programs and activities, and the role and responsibilities of volunteers
- Ensure volunteers are given appropriate training and support to be successful in their volunteer roles
- Ensure that volunteers and staff working with volunteers understand and follow volunteer procedures
- Train staff to work effectively and cooperatively with volunteers, and maintain accurate and timely records of volunteer hours, activities and contributions
- Ensure volunteers receive the appropriate level of supervision and take appropriate action as needed
- Establish and implement a process for evaluating the contribution of individual volunteers, and evaluate the contribution of each volunteer at least annually
- Plan and implement formal and informal volunteer recognition activities

#### Community Outreach (10%)

- Be an ambassador for NYWC and promote awareness of and participation in its volunteer program
- Represent NYWC on external networks where participation supports volunteer program objectives
- Encourage and support storytelling that demonstrates the contribution of volunteers to NYWC

#### Administration (10%)

- Ensure timely, accurate and complete entry of volunteer data and effective records management
- Ensure compliance with, and support development of organizational NYWC policies and procedures
- Research opportunities and write proposals to maintain a continuous, effective volunteer program
- Any other duties as assigned

### **QUALIFICATIONS**

- Volunteer management certificate and training; professional designation a strong asset
- Three years' experience in volunteer coordination, supervision and/or management
- Relevant post-secondary education or equivalent combination of education, training and experience
- Strong knowledge of current trends, resources and information related to volunteerism
- Demonstrated ability to manage competing priorities and meet deadlines
- Strong ability to analyse quantitative and qualitative volunteer data and apply it to improve results
- Proficient in Microsoft Office Suite and comfortable learning new computer applications
- Ability to identify and successfully respond to new, innovative volunteerism opportunities
- Skilled at troubleshooting, escalating and resolving issues in a solutions-focused, positive manner
- Team player with a proven track record in building strong, positive professional relationships
- Sound knowledge of and experience working and/or volunteering in the not-for-profit sector
- Demonstrated knowledge of women's issues, including gender-based violence and domestic violence
- Commitment to diversity and inclusion and to working within a feminist, anti-oppression framework
- Integrity, sound judgment, tact, discretion and a healthy sense of humour and fun
- A clear vulnerable sector check is required
- All staff are required to be fully vaccinated in accordance with NYWC's COVID-19 Vaccination Policy

Please apply with a resume and cover letter via Charity Village at

<https://charityvillage.com/jobs/manager-volunteer-resources-in-toronto-toronto-division-ontario-ca/>

*NYWC is committed to diversity and inclusion. We encourage applications from equity-seeking and historically marginalized communities.*