



Job Posting - Volunteer Resources Coordinator

Yonge Street Mission (YSM) is the vibrant, local Christian development agency that is leading an infectious movement - going beyond meeting immediate needs by offering holistic programs and a pathway that can transform the lives of people living with poverty in Toronto from merely surviving to thriving.

Responsibilities: The successful candidate will be responsible for:

- Strategic recruitment of volunteers and student placements, processing applicants, conducting screening protocols, interviews, reference checks, placements, orientation, training, recognition, ongoing support, monitoring, trouble shooting, reconciliation, encouragement and evaluation
- Coordinating and supporting YSM Volunteer Resources to develop, expand, educate and champion YSM's volunteer initiatives and model a best practice program
- Helping expand YSM's program capacity through volunteer engagement & positive staff relations
- Implementing Google applications, Volunteer Hub, Blackbaud Raiser's Edge
- Representing YSM at internal and external events
- Maintaining accurate and up-to-date files, notes, and records
- Supporting the team with volunteer group engagement, coordination, placement, and support
- Conducting volunteer trainings, orientations and educational presentations, building relationships
- Administrative tasks, updating files and records, processing financial expenditures
- Working on tasks surrounding annual YSM Christmas activities and YSM Special Events
- Periodic evening and weekend work will be required

Qualifications: The successful candidate will have the following skills and training:

- Demonstrated commitment to YSM's values, mission, principles of faith, respect of YSM's Christian identity and purpose and the ability to sign YSM's Articles of Faith and Doctrine
- Direct experience coordinating volunteers through the entire volunteer management cycle, including conducting training and risk management protocols, all in realization of the CCVI
- Direct practice coordinating, mobilizing, developing, expanding, supporting volunteer program(s)
- A passion for working positively with multiple stakeholders in a fast-paced, changeable environment
- Keeping people and groups organized and informed, and helping others, comes naturally
- Direct experience engaging and working with corporate groups and donors
- Demonstrated superb oral, written, listening communication skills, meticulous self-editing skills
- Excellent computer skills: Word, Excel, Volunteer Hub, Google applications; Publisher an asset
- Bachelor's Degree and/or College Diploma or combination of related experience, volunteer management education, certification or equivalent a definite asset
- Demonstrated creative successful volunteer recruitment tactics
- Excellence in the engagement of a diversity of volunteers and groups
- Comfort with and experience in public speaking and addressing groups
- A self-starter with strong problem solving skills and the ability to "think on your feet"
- Commitment to diversity and inclusivity and comprehension of the complexities of urban poverty
- Demonstrated personal volunteer commitment an asset
- Ability to work collaboratively, collegially & cooperatively within teams, ability to work alone
- Qualities needed for this key role: personable, extremely organized, focused, diligent, accurate, flexibility and calm in handling simultaneous tasks, enthusiasm, diplomacy, follow-through, attitude of gratitude, excellent people instincts, the keenness to ask good questions and stay positive
- A police reference check will be required, first aid training and CPI training are an asset

Deadline for Application: February 21, 2018 **Starting Date:** March 23, 2018

Send resume and cover letter in confidence to: volhire@ysm.ca

*While we appreciate all responses, only candidates under consideration will be contacted.
Learn more about Yonge Street Mission by visiting our website: www.ysm.ca*