

QUALITY AND RISK COORDINATOR

About Yellow Brick House

Yellow Brick House is a non-profit charitable organization dedicated to providing services to women and children who have experienced violence and abuse. Yellow Brick House provides emergency shelter, crisis support line and community counselling and supportive services to abused women and their children in York Region. Services are provided within a supportive environment that facilitates empowerment to help women and their children rebuild their lives.

The Yellow Brick House/ Project Hostel is a not-for-profit charitable organization dedicated to providing services to women who have experienced violence and abuse. The Yellow Brick House provides emergency shelter, transitional housing, crises, and short-term supportive counselling to abused women and their children in York Region. We are a dedicated to providing services within a supportive environment that helps women and their children regain control of their lives.

POSITION OVERVIEW

Yellow Brick House is seeking a Volunteer Coordinator. The Volunteer Coordinator will be responsible for the coordination of the Volunteer Services Program for the warehouse, organization, and shelters. This role will focus on the recruitment and training of volunteers within the various areas of organization. This position is responsible for the day-to-day administrative support for our individual volunteer program.

RESPONSIBILITIES

- Coaching and supporting internal staff on best practices to engage volunteers.
- Streamlining the volunteer engagement cycle to ensure smooth and meaningful experiences for volunteers.
- Ensuring the volunteer database is up to date and using data to further improve the process of volunteer recruiting and engagement.
- Onboard, support and coach fellow staff on volunteer engagement best practices and volunteer lifecycle, utilizing training sessions and 1:1 conversation
- Coordinate tasks within the volunteer program to develop and maintain the engagement of volunteers within the program, including conducting check-ins, and volunteer recognition.
- Prepare and implement the Volunteer Training and Onboarding orientation.

Documentation:

- Maintain daily accurate volunteer records in Donor Perfect
- Ensures statistics are entered accurately at the assigned reporting cycle.
- Daily review of the Admin Schedule to ensure warehouse coverage.

Maintenance and Administration:

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28
- Ensure adherence to established safety, quality, compliance, and housekeeping standards and participate in the continuous improvement process.
- Attends mandatory and development training as required.
- Read, understand and follow agency policies and procedures.

Engagement

- Communicate fully and openly with Supervisor, keeping them fully informed of volunteer information.
- Active positive participation in regular team meetings
- Maintain a positive approach and a professional manner at all times.
- Maintain an gaps analysis to identify areas where Yellow Brick House needs volunteers.
- Other duties as assigned

PERFORMANCE MEASURES

- Accurate completion of all documentation as required.
- Keep up to date on volunteers VSS and other relevant training

QUALIFICATIONS REQUIRED

- Completion of a college diploma in Volunteer Management or relevant experience
- Language requirement: Excellent English skills required, as well as other language used widely by Yellow Brick House client population.
- A certificate in Donor Perfect training is an asset.
- A current police vulnerable sector screening (VSS) is required by the successful candidate prior to hiring.

SKILLS REQUIRED

- Minimum 2-years of volunteer engagement experience
- Knowledge of violence against women and children is an asset.
- Computer proficiency in Microsoft Office, Google Docs, Internet, and other standard platforms

CORE COMPETENCIES

- Excellent interpersonal skills required in order to facilitate effective communication with donors, volunteers, community and team members.
- Demonstrated excellent written and verbal communication skills.
- Exceptional time management skills
- Ability to coordinate multiple high priority items within tight deadlines.
- Demonstrated ability to work well individually and within a team structure.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact the Human Resources Department for assistance.

Please be advised that in order to be eligible for employment at Yellow Brick House, all new hires must have received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); AND have received the final dose of the COVID-19 vaccine at least 14 days prior to the hired employee's first date of employment. Medical exemptions or any other kind of requested exemption based upon the Yellow Brick House's obligations pursuant to the Ontario Human Rights Code will be considered on a case-by-case basis.

If you are interested in applying, please send your resume to jobs@yellowbrickhouse.org. We thank all those who applied, those selected will be contacted for an interview.