

VOLUNTEER COORDINATOR

About Yellow Brick House

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, transitional housing support, and public education programs.

PROFILE:

Reporting to the Direct Services Manager (Shelter and Risk Management), the Volunteer Coordinator will have an integral role in the engagement, recruitment, supervision, onboarding, and retention of volunteers to support the programs and services, activities and events provided by the Yellow Brick House. This role will focus on the volunteer life cycle of our volunteers at Yellow Brick House ensuring our volunteers have an overall engaging experience while the needs of the organization are being met.

RESPONSIBILITIES:

- Coordinates and implements a volunteer recruitment strategy, including screening, interviews, orientation, reference checks, and matching/placing volunteers within the different departments and operations.
- Works with managers and departmental staff to define volunteer support requirements.
- Develops volunteer job descriptions.
- Provides training and orientation of new volunteers and supervises their work.
- Develops, implements and updates training materials, policies, and procedures to support volunteer opportunities.
- Implements and maintains an up-to-date volunteer database including volunteer files and records – keeping information updated and current (VSS Renewals, confidentiality agreements, liability signoffs etc.).
- Matches volunteers with available volunteer opportunities that suit their skillsets and ensures they understand their responsibilities, expectations and receive proper training.
- Coordinates the volunteer recognition and appreciation events and activities.
- Prepares and distributes meeting minutes, agendas, presentations, and reports as needed.
- Plans and leads volunteer events with the goal of increasing volunteer engagement.
- Researches and identifies partnership and outreach opportunities with local schools, community groups, community events and local businesses.
- Daily review of the Admin Schedule to ensure day-to-day warehouse and other administrative coverage.
- Coaching and supporting internal staff on best practices to engage volunteers.
- Maintain logs of all volunteer hours and compile and publish statistics accordingly.
- Identifies continuous improvement opportunities and makes recommendations to improve gaps.
- Ensuring volunteers receive regular feedback and guidance on tasks at hand and ensuring compliance in Health and Safety.
- Participate in Volunteer fairs and Corporate Volunteer events as required.
- Supports the Resource Development team as required.
- Other duties as assigned.

Documentation:

- Maintain daily accurate volunteer records in Donor Perfect
- Ensures statistics are entered accurately at the assigned reporting cycle.

Engagement

- Communicate fully and openly with Supervisor, keeping them fully informed of volunteer information.
- Active positive participation in regular team meetings
- Always maintain a positive approach and a professional manner.
- Maintain gaps analysis to identify areas where Yellow Brick House needs volunteers.
- Participation in internal/external committees as required.

HEALTH AND SAFETY RESPONSIBILITIES:

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28.
- Ensure all safety and non-safety rules and regulations are followed.
- Ensure adherence to established safety, quality, and housekeeping standards.
- Attends Environmental Health and Safety training.
- Adhere to Yellow Brick House health and safety, environmental, and quality standards, policies, and procedures.
- Report any known hazard, defect, incident or compliance issue to the employer or supervisor.
- Understand BILL 132 & Bill 168 and uphold the policies that prohibit domestic violence, workplace violence and harassment in the Workplace.

PERFORMANCE MEASURES:

- Volunteer vacancy rate
- Volunteer retention rate
- Volunteer engagement and satisfaction
- Timely completion of projects and goals as defined.

QUALIFICATIONS & SKILLS:

- Completion of a college diploma in Volunteer Management or relevant experience
- Familiar and comfortable with technology-assisted platforms, specifically video conferencing, MS Teams, Zoom, etc.
- Hybrid role requiring 2-3 days in the office or as required.
- Must be able to work flexible hours including days, weekends, evenings to help manage events.
- English language as well as other languages used by client population (i.e., Spanish, Arabic, Cantonese, Mandarin, Farsi etc.) is considered an asset.
- Valid Driver's License and confirmation of \$1 M liability insurance with access

to vehicle.

- All staff are required to be fully vaccinated and provide copy of the vaccination.
- Working knowledge of application of Anti-Oppressive and Feminist frameworks
- Capable of working in a multidisciplinary environment with a variety of community professionals.

CORE COMPETENCIES:

- Interpersonal Skills
- Demonstrated written and communication skills.
- Exceptional Time Management skills
- Deadline Attainment
- Multitasking
- Work individually and within a team structure.
- Collaboration
- Teamwork
- Presentation Skills
- Coaching and Mentoring
- Leadership

WORKING CONDITIONS:

- Works in a comfortable environment either inside or outside in typically pleasant conditions. Typical conditions are such that some risk of any injury or harmful effect is possible.
- There is a need to meet after or before normal business hours depending on events.
- Some Travel required based on events.
- Must be able to sit/stand for extended periods of time.

Yellow Brick House would like to thank all applicants for their interests; however only those selected for an interview will be contacted.

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.

Please submit your resume to jobs@yellowbrickhouse.org