

Volunteer Coordinator
Permanent, Full-Time (Onsite)
This role is filling an existing vacancy

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, and transitional housing support.

PROFILE:

Reporting to the Resource Development Manager, the Volunteer Coordinator will be responsible for coordinating the volunteer program with a focus on recruitment, training, and retention of volunteers across various departments within the organization. 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.
- Participates in the development and implementation of, training materials, policies, and procedures to support volunteer opportunities.
- 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.
- Supports 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 Shift Cover rate
- Volunteer retention rate
- Volunteer engagement and satisfaction
- Program Delivery & Training
- Compliance & Documentation

QUALIFICATIONS & SKILLS:

- Completion of a college diploma in HR, Business, Communication or relevant experience.
- 1-3 years of volunteer related experience.
- Familiar and comfortable with technology-assisted platforms, specifically video conferencing, MS Teams, Zoom, etc.
- This position is an office position.
- Must be able to work flexible hours including days, and occasional weekends and evenings to help at 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.
- 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:

- Leadership
- Team Coordination
- Program Development
- Communication and Collaboration
- Program Delivery/Facilitation
- Documentation & Reporting
- Anti-Oppressive Practice

Compensation: The compensation for the position is \$50,000

Hours of Work: Monday to Friday, 9am-4:30pm, Onsite. Flexible hours may be required.

How to Apply: Please send your résumé and cover letter to jobs@yellowbrickhouse.org

Accommodation

Yellow Brick House is an equal opportunity employer dedicated to recruiting and retaining a qualified workforce and is committed to hiring practices that are fair and equitable. The company and its hiring managers always seek to hire the most qualified candidate for a position. A protected characteristic under the *Human Rights Code* is never used against a person during the hiring process.

Use of Artificial Intelligence and Automated Tools

Yellow Brick House values fairness and transparency in our hiring process. We may use automated or AI-supported tools to assist with application screening; however, all final hiring decisions are made by a human reviewer. Applicant information is handled with care and in accordance with privacy requirements