

Calgary Women's Emergency Shelter (CWES)

JOB DESCRIPTION

VOLUNTEER COORDINATOR



BACKGROUND

The Calgary Women's Emergency Shelter (CWES) has been providing holistic services to families experiencing family violence since 1974. Our mission is we are here to support individuals and families in their efforts to live free from family violence and abuse.

PURPOSE OF THE POSITION

The Volunteer Coordinator is responsible for managing the volunteer resources to assist in the delivery of the organization's programs, services and Resource Development and Communications (RDC) internal and external events. This includes directly recruiting, orientating, coordinating volunteers, and/or providing guidance, support, resources and tools to other coordinators who supervise volunteers.

DUTIES AND RESPONSIBILITIES

- Develop an understanding of the volunteer needs of the organization.
- Develop and implement recruitment strategies for both targeted and general recruitment, including interview and screen potential volunteers, assessing suitability of volunteer placement, conducting volunteer orientation.
- Attend and represent CWES at various community and RDC events, including networking and organizational events.
- Handle all administrative details associated with the volunteer recruitment process, including maintenance of volunteer information.
- Develop and maintain policies and procedures, handbook and program standards for the volunteer program.
- Monitor volunteer performance and compliance with roles, responsibilities and policies.
- Develop and implement the Volunteer Program Operational Plan.
- Responsible for ensuring the volunteer program remains within budget.
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization.
- To manage the volunteers' experiences to ensure they are meeting the organization's needs and meeting the volunteer's expectations.
- Responsible for maintaining a volunteer database and providing statistical reports as directed.

SKILLS AND QUALIFICATIONS:

- Post secondary education from a recognized volunteer management program or equivalent education supplemented by 3 years of volunteer management experience.
- Experience in not-for-profit sector an asset.
- Self-motivated and skilled at developing and maintaining relationships.
- Experience with Volunteer committees considered an asset.
- Ability to work independently to meet deadlines and complete projects.

- Willing to work flexible hours including weekends and evenings.
- Personable and able to develop a positive rapport with volunteers with a diversity of experiences and backgrounds.
- Possess strong organizational skills to assume the diverse responsibilities and duties of the position, proficient in setting priorities, effective coordination, time management, and multi-tasking in a competent and effective manner.
- High level of proficiency with Microsoft Office including, Outlook, Word, Excel and PowerPoint.
- Working knowledge of the volunteer management software, Better Impact, an asset.
- Exceptional interpersonal and communication skills coupled with the ability to interact with all staff, volunteers and board members.
- Has the ability to set priorities and manage workloads with minimal supervision.
- Experience working in a professional and confidential capacity.
- Proven ability to work well in a team environment and establish strong collaborative working relationships.

TO APPLY: Please submit your resume and cover letter via Reachire <http://reachire.ca/index.php>.

CLOSE DATE: Review of applications begins on **July 20, 2017**. The position will remain open until filled.

The Calgary Women's Emergency Shelter is committed to diversity and inclusion within its workforce, and encourages qualified candidates from all genders, religious, ethnic and social backgrounds to apply.

We thank all candidates for their interest, only those selected for an interview will be contacted.

We regret that we are unable to accept telephone inquiries.