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| SECTION: | 600.00 STAFF / VOLUNTEER JOB DESCRIPTIONS |
| POLICY NUMBER AND TITLE: | 607.00 VOLUNTEER AND RESOURVE DEVELOPMENT COORDINATOR |

607.0 JOB TITLE Volunteer and Resource Development Coordinator (Staff)

REPORT AND ACCOUNTABLE TO: Manager of Programs and Services

POSITION PURPOSE:

- Coordinate existing fundraising and community events and develop future events.
- Recruit, train, coordinate and implement all agency volunteers.
- Work in conjunction with volunteers, Peers and staff members in providing ongoing organizational support and development.

Volunteer Management

1. Recruits screen and register new volunteers, Board and Committee members as required maintaining a volunteer base sufficient to respond to the need for support within the agency.
2. Ensures that volunteers and/or Peers receive appropriate placement within the agency as a means of protecting the agency, clients and volunteers from harm.
3. In consultation with the Manager of Programs and Services and/or the Executive Director, determines how to best serve the community through a volunteer based service and ensures that proportional representation of diverse populations are met, by identifying gaps in community provision of services for diverse populations.
4. Maintains efficient, effective and timely delivery of volunteer based programs, initiatives, training and services.
5. Evaluates volunteer performance and personal suitability during training and delivery of service assuring adherence to policies and procedures, documenting areas of concern for the attention of the Manager of Programs and Services and/or the Executive Director, effecting enforced leave of absence or dismissal when required.
6. Assures volunteers of continual support up for direction and supervision.
7. Provides annual volunteer evaluation assessments and appropriate volunteer, Board and Committee members' recognition through special events, awards, certificates, and individual recognition.

8. Prepares and maintains a schedule of volunteers to ensure volunteer availability to respond to requests for support.
9. Supervises and monitors volunteer activity and documents unresolved or contentious issues for the Manager of Programs and Services and/or the Executive Director.
10. Remains readily available to provide support to volunteers at all times.
11. Responds to inquiries about volunteering with Réseau ACCESS Network; including programs, services and special events.
12. Maintains a computerized volunteer database.
13. Completes and submits required reports to the Manager of Programs and Services and/or the Executive Director outlining statistics and program activities.
14. Develops and maintains the volunteer manual and all volunteer related agency documents. Ensures that the volunteer manual incorporates sound policies and guidelines in accordance with best volunteer management practices.
15. Accountable for the activities of volunteers which includes short and long term goals for volunteer management within the agency and strategies to achieve them.
16. Plans and implements Volunteer Recognition Ceremony and coordinates the recognition plan for the agency including ongoing appreciation to volunteers.

Resource Development Coordination

1. Acts as the staff representative for the Fundraising Committee and provides administrative support as required.
2. Coordinates and, in consultation with the Executive Director, establishes priorities for fundraising and fund development programs.
3. Facilitates in the evaluation of fundraising results and assesses and develops recommendations for existing and future fundraising events & programs to improve efficiency and effectiveness.
4. Coordinates the planning, execution and evaluation of agency fundraising and community events.
5. Manages all aspects of assigned special events (third-party, marquee, partnership and/or campaign) fundraisers.
6. Together with the Executive Director and/or Manager of Programs and Services, cultivates relationships with major donors, current and prospective.
7. Facilitates donor stewardship and donor recognition programs.
8. Participates in the development of project and program funding applications.
9. Maintain an awareness of potential sources of agency revenue and advise the agency of same.
10. Maintain, develop financial report of the agency Bingo.
11. Oversees the development of all media (PSA's) and advertisements as related to community events and fundraising initiatives.
12. With the assistance of the Fundraising Committee, or designate, secures participants, donations and activities (ie: silent auction and raffle items, etc) for each event.
13. Integrates volunteers in special event coordination where possible and recognizes efforts accordingly.

14. Attends and manages aspects of existing fundraisers and non-program specific (ie education or support program) special events the “day of”.
15. Update all active/current social media channels (Facebook, Twitter, Instagram, LinkedIn) with posts about fundraisers and agency special events
16. Responds to any/all donations by use of agency form letters and corresponding receipts.
17. Responsible for all communications to volunteers, fundraising sponsors and participants of non-program specific events.
18. Responsible to complete detailed accurate notes and records after the conclusion of each event.
19. Engages and manages relationships with non-program specific special event stakeholders (partners, sponsors, donors, volunteers, organizing committees, prospective supporters, suppliers, etc.) by developing formal and informal communications as well as preparing for, attending and recording meetings as needed.
20. Manages donor relations and communications.

Administration

1. Develops and maintains volunteer records and database including contact information, activities and supervision history.
2. Develops and maintains fundraising records and donor databases.
3. Ensures all necessary reports are completed and submitted to the appropriate sources.
4. Maintains volunteer computer/paper filing systems.
5. Ensures files are secure, confidential and have all necessary backups.
6. Works with the Manager of Programs and Services and the Executive Director to develop annual work plan for volunteer and fundraising programs.
7. Recommends program changes to the Manager of Programs and Services and/or the Executive Director.
8. Assists and implement with the evaluation of all program activities.
9. Meets regularly with the Manager of Programs and Services to keep them fully informed on program developments, problems and activities.
10. Meets accordingly with the Fundraising Committee to ensure fundraising/fund development goals and objectives are being met.
11. Work with Manager of Programs and Services to Develop promotion and advertisement for all volunteer, fundraising and community activities.
12. Assists with the regular upkeep of Réseau ACCESS Network offices.
13. Participates in networking opportunities with peer Volunteer and Fundraising Coordinators.
14. Participates in staff meetings and other staff sharing opportunities.
15. Provides input to organizational reviews.
16. In consultation with the Manager of Programs and Services arranges for knowledge transfer to staff, volunteers and community partners and contributes to the overall day to day running of the agency as it relates to the Community Resources program.
17. Compiles and submits activity reports and pertinent statistics as requested by the Executive Director and/or funders.

18. Maintain active social media profiles (Facebook, Twitter, Instagram and LinkedIn)

Qualifications

1. Post-secondary education in Volunteer Management, Social Sciences, Public Relations or other related fields.
2. Minimum two year experience working with volunteers.
3. Minimum two year experience in event and fundraising planning/execution
4. Experience working in a community-based organization.
5. Ability to coordinate fundraising events.
6. Experience with group facilitation.
7. Experience with training volunteers.
8. Ability to function well under pressure and deadlines.
9. Ability to communicate in French will be considered an asset.
10. Experience with digital marketing platform (Various social media channels, Google AdWords, Wordpress, Facebook, Instagram, Twitter)
11. Experience with a volunteer program with a provincial or national agency will be considered an asset.
12. Work with diverse populations and backgrounds in a non-judgmental approach.
13. Ability to speak/present in public forum.
14. Awareness of and sensitivity when working with diverse cultures, and perspectives.
15. Bilingualism is considered an asset

Skills

- Strong group facilitation skills.
- Strong interviewing and assessment skills.
- Excellent oral and written communication skills.
- Self-directed and able to take initiative.
- Strong organizational and administrative skills.
- Ability to initiate, develop and generate viable fundraising ventures.
- Comfortable working with people of all backgrounds (ie. Sexual orientation, drug addiction).
- Ability to speak openly and frankly about sexuality in a supportive, non-judgmental manner.

Accountability

- The Coordinator of Community Resources is responsible to the Manager of Programs and Services.

Working Conditions

- Physical requirements include the dexterity to reach, stand, squat, twist, lift light loads,

and the ability to do sedentary work.

- Must be flexible to work evenings and weekends.
- Must be able to work in a variety of settings.
- 35 hour work week, overtime compensated by time off in lieu.
- Must have access to a vehicle and valid driver's license.

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