



Volunteer Coordinator

Job Site: Working from home, working with volunteers in community settings, working with volunteers on ICCS worksites.

Effective: Thursday, December 02, 2010

Revised:

Reports to: Executive Director

Hourly Wage Rate: This is a non-paid and volunteer position

Function: To plan and manage all elements of volunteering within ICCS under the direction of the Executive Director.

Recruits, interviews, trains and acknowledges volunteers. The Volunteer Coordinator also assesses and records the needs and talents of volunteers and creates social opportunities and non-monetary aids to retain volunteers.

The Volunteer coordinator manages volunteers and their relationship with those they come into contact with, including the public, employees, and clients and insures that volunteers are in compliance with confidentiality, the ICCS collective agreement, and safety requirements.

Qualifications:

Education:

1. Foodsafe
2. At least one course in substance use and/or psychosocial rehabilitation or biopsychosociospiritual rehabilitation
3. Courses in leading teams an asset
4. Toastmasters an asset
5. Motivational Interviewing and/or NVC training is an asset
6. Courses in public administration an asset

Skills and Knowledge:

1. Leads with integrity
2. Knowledge of volunteering and volunteer practices
3. Thorough knowledge of ICCS, it's values and mission
4. Understands team dynamics and fosters cooperation
5. Knowledge of Union values and employee concerns related to volunteers
6. Knowledge of self-help recovery programs including the "12 step" philosophy and practice
7. Practices Active Listening, Motivational Interviewing, NVC, or other empathy-based communication techniques

Job Description – Volunteer Coordinator

8. Maintains strong and healthy boundaries
9. Communicates well verbally and in writing
10. Proficient at time management and organization including the ability to prioritize and multitask
11. Knowledge of street culture and the methods and strategies used by street-wise individuals to obtain services
12. Works as a member of a team
13. Understands and practices self-care
14. Demonstrates professionalism, including the understanding and practice of professional ethics
15. Possesses knowledge of theories, principles, and practices in the field of addiction and recovery and understands the relationship between abuse and substance use for many women
7. Knowledge of community resources
8. Ability to maintain a calm demeanour when faced with challenging behaviours

Requirements:

1. Required to model servant leadership for volunteers and practice empathic listening, tact, and discernment
2. Required to maintain confidentiality and insure privacy for clients and staff
3. Required to present and follow the philosophy and values of the organization
4. Must pass criminal records check, and sign and comply with the following:
 - a. ICCS confidentiality pledge
 - b. ICCS professional conduct agreement
 - c. ICCS acknowledgement of policies
5. Required to work cooperatively with the Executive Team and the program managers

Duties:

- Interviews and recommends volunteers for membership in the society
 - Identifies skills and talents in new volunteers
 - Trains, orients, and mentors volunteers
 - Creates, updates, and manages files related to volunteers and volunteer activities
 - Monitors, supports, and motivates volunteers
 - Identifies leaders within the volunteer pool and delegates duties to them
 - Ensures there is appropriate support for volunteers
 - Meets with the management team to identify partnering roles for volunteers
 - Communicates and cooperates with the Executive Directors to gain approval for volunteer activities and to harmonize volunteer activities with the goals and plans of the wider society
 - Convenes meetings of a volunteer committee to plan volunteer activities
 - Works one-on-one with team managers on authorized projects to insure acceptance of volunteers by employees
 - Evaluates projects undertaken by volunteers and presents a written annual report to the Board of Directors on volunteer activity during the year
 - Celebrates volunteering by nominating volunteers for awards in the community
 - Organizes celebration events to recognize volunteer contributions
 - Organizes fund-raising events
 - Keeps up to date with legislation and policy related to volunteering, and makes any necessary modifications to accommodate changes in such policies
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Job Description – Volunteer Coordinator

- Promotes volunteering through recruitment and publicity strategies and campaigns;
- Attends Board of Directors meetings and committee meetings when invited
- Managing budgets and resources, including the reimbursement of expenses
- Participates when asked to do so by the Executive Director in the planning and execution of the annual general meeting
- Maintains databases and undertakes any other administrative duties as required
- Researches and writes draft volunteer policies and procedures for submission to the Manager of Policy and Publications.

Approved by:



Richard Powell
Manager of Policy and Publications

ⁱ Professionalism at ICCS refers to a level and quality of ethical practice and manner that is commonly associated with a profession such as medicine, social work, or engineering. It does not refer to the level of education or membership in a professional association.
