

## Volunteer Coordinator

**Position:** Permanent Full Time  
**Hours:** 35 Hours per week, flexible, could include weekends and evenings  
**Supervisor:** Director of Development

Are you committed to building inclusive, vibrant and diverse communities? The CRC is looking for a talented, motivated **Volunteer Coordinator** to provide dynamic leadership to our Volunteer Program, supervise the Reception staff and volunteers, and provide support to CRC program communications. Bring your enthusiasm, vision and expertise to a role where you can really make a difference!

The CRC is an innovative, impactful, collaborative, mid-sized, multiservice agency that has proudly served the Regent Park and surrounding neighbourhood for over 50 years. We are home to the Regent Park Community Food Centre and its suite of high-impact programs. In 2012, the CRC opened a beautiful new building and a new chapter in its history. Our building has a 5000 square foot community hub of program space and we host the only not-for-profit social housing in Regent Park. The CRC works with low-income community members to build capacity to change situations and conditions for the better, both in their own lives and in the wider community.

### Major Responsibilities:

#### Volunteer and Student Recruitment, orientation, placement and retention:

- Implement a volunteer recruitment plan that engages volunteers in the local community and ensures CRC programs are well supported with a diverse network of volunteers and skills.
- Design, update and circulate volunteer postings and student placement opportunities.
- Create and build relationships with businesses, community organizations, universities/colleges and individuals to grow our volunteer base.
- Coordinate the screening, orientation and placement of volunteers, students and groups in meaningful, well-matched volunteer roles at CRC and create new volunteer roles to meet program needs.
- Implement appropriate risk management strategies.
- Connect with other Volunteer Coordinators for best practice protocols.

#### Volunteer Training:

- Deliver monthly volunteer orientation sessions and coordinate group tours, program-specific orientations and meetings and innovative training and orientation models to increase volunteer capacity and skills.

#### Volunteer Communication and Recognition:

- Coordinate formal and informal recognition efforts to thank and recognize volunteer commitment through a large annual event and throughout the year.
- Ensure volunteers are engaged through consistent and effective communication, including delivery of monthly e-newsletters, holiday cards and other cards as necessary.

#### CRC's Reception Staff and Volunteer Oversight:

- Provide support and supervision to Reception and ensure appropriate staffing and volunteer support.
- Ensure a welcoming, knowledgeable entry point and effective referrals for visitors, participants, volunteers and donors.

### **CRC Team Member Duties:**

- Attend staff meetings, trainings and agency functions as appropriate.
- Updating social media and website with original and secondary sources of content.
- Role model professional behaviour and positive communication with participants, volunteers and partners.
- Promote culture of health and safety within our space.
- Represent and uphold CRC values in the community.

You are polished, professional, and passionate about CRC and its goals and ambitions. You consistently demonstrate sound judgment, high integrity and an ability to build positive, lasting relationships.

### **Your qualifications include:**

- Degree or diploma in a relevant field of study. Certificate in HR or Volunteer Management an asset.
- 3+ years of experience in the volunteer sector – as staff and/or volunteer.
- 2+ years of experience with program planning, implementation, monitoring and evaluation.
- Ability to build relationships with diverse stakeholders, including donors, partner organizations, corporate groups and community members.
- Experience in small group training and facilitation.
- Events logistics and organization experience a strong asset.
- Demonstrated experience in volunteer coordination and community engagement.
- Experience supervising staff or volunteer teams a strong asset.
- Experience working in low-income and marginalized communities.

### **Knowledge and Skills:**

- Excellent leadership skills; impeccable judgment and discretion; strong diplomacy.
- Creative, solutions-focused, team player.
- Demonstrated experience and skills in conflict resolution.
- Exceptional interpersonal and communication skills, both written and oral.
- Strong computer literacy and proficiency in database systems. Experience with donor and volunteer management database strong asset.
- Self-starter; detail-oriented, punctual, consistent.
- Able to work sensitively and with healthy boundaries with people of diverse backgrounds, including those who experience poverty and discrimination.
- Able to work occasional evenings and weekends as required.
- Knowledge of Regent Park an asset; second language relevant to the Regent Park community an asset.
- Ability to organize workload to ensure cyclical deadlines will be met and to prioritize multiple tasks in a fast-paced environment.
- A vulnerable sector police check will be required if hired.

This position will be a member of CRC Local #2864.

Please submit your resume and cover letter in one Word or pdf document by **Thursday, May 3, 4 pm** to [hiringcommittee@tcrc.ca](mailto:hiringcommittee@tcrc.ca).

*CRC encourages applications from people representing the diverse community we serve. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CRC will provide accommodations to job applicants with disabilities throughout the recruitment process. If you require any accommodations, please notify us and we will work with you to meet your needs.*

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