

SAMPLE JOB DESCRIPTION

Community Based Seniors Services (CBSS) Volunteer Coordinator

Here is a sample job description for a Volunteer Coordinator role. This is an optional and adaptable resource for organizations receiving the Volunteer Coordination & Supports Enhancement Grant from United Way British Columbia and for other CBSS organizations.

Volunteer Coordinator

About Us:

Insert a short paragraph about your organization's mission, history, etc.

Job Summary:

The Volunteer Coordinator plays a pivotal role in our organization and is responsible for developing and implementing a volunteer engagement strategy to increase volunteer capacity (recruiting and retaining) for our seniors' programs and services. The Volunteer Coordinator position is people- and seniors-centred, addressing diverse needs in our community by creating a welcoming and inclusive environment. The Volunteer Coordinator strives to be collaborative, compassionate, strategic, responsive, accountable and inspiring.

Duties and Responsibilities:

List any duties and responsibilities. Examples include:

Key Responsibilities: Volunteer Engagement Strategy

- Consult with leadership and staff to determine the organization's needs for volunteer engagement in all CBSS-related programs and services.
- Collaborate to develop, implement and enhance the organization's volunteer strategy, including policies, procedures and best practices.
- Collaborate and connect with community partners to support a responsive community-based network of volunteerism.
- Participate in learning, growth and accountability processes led by United Way British Columbia to support connection and best practices for Volunteer Coordinators across the province.



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Key Responsibilities: Volunteer Coordination

- Develop, lead, and implement volunteer engagement strategies, including a recruitment plan to market positions, interview, and screen potential volunteers.
- Increase local engagement opportunities utilizing United Way British Columbia's iVolunteer platform.
- Regular connect with United Way British Columbia's Volunteer Engagement Team regarding volunteer engagement strategies.
- Administer and provide oversight for third-party screening (references, criminal record checks, etc.) according to the level of risk, Standards of Practice, and relevant legislation.
- Design, deliver and oversee the orientation and training process for volunteers.
- Confirm volunteer placement and scheduling for volunteers.
- Support program staff in developing volunteer-readiness skills for successful volunteer participation in their programs and services.
- Support volunteers for success.
- Organize events and activities that celebrate and recognize volunteers.

Key Responsibilities: Capacity Building

- Develop and implement volunteer learning and training opportunities.
- Develop and implement a volunteer recognition program that ensures a positive connection between volunteers and the organization.
- Make recommendations for processes and best practices that support the participation of a diverse volunteer base, including low-income and diverse volunteers.
- Engage in community-based collaborative work, including coordination and referral with other local services.

Key Responsibilities: Data, Evaluation and Reporting

- Implement standardized record-keeping utilizing a volunteer database and track results for reporting and evaluation.
- Maintain volunteer files for each volunteer, ensuring documentation of screening practices and compliance with Standards of Practice and relevant legislation.
- Develop content for social media, newsletters, annual reports, etc.
- Develop and apply practices for volunteer engagement that increase volunteer retention rates and respond to vital community needs.

Qualifications & Requirements:

List any education and certification requirements and minimum years of relevant experience. Examples include:

Education:

- Degree or diploma in Social Sciences, related discipline, or equivalent combination of education, training, and experience.
- Certification in Volunteer Administration (CVA) is an asset.



Experience:

- Volunteer management and community engagement experience.
- Designing and facilitating orientation sessions, community workshops, learning events or the equivalent.
- Experience in the non-profit sector working with volunteers and with diverse individuals and communities.

Skills:

- Strong verbal and written communication skills; an effective listener.
- Customer service experience in diverse settings.
- Administrative experience with functions including (insert organization's administrative functions).
- Excellent relationship-building and interpersonal skills.
- Proficiency in (insert organization's software) computer applications.
- Ability to work on multiple projects and responsibilities concurrently.
- Ability to create and maintain good working relationships across the organization and with community partners.
- Attention to detail; excellent organizational and time management skills.
- Ability to exercise tact and uphold confidentiality and privacy.

Working Conditions:

Insert information about where the workplace is located and the working conditions. Include any scheduling and travelling requirements, criminal record checks, and vehicle and licence requirements. Examples include:

- Access to a vehicle and possess a valid BC driver's license.
- Work occasional weekends and evening work.
- Occasional travel through our region.
- A Criminal Record Check through BC's Criminal Records Review Program (CRRP) will be required.

Rewards and Benefits:

Insert salary and benefits.

Application Instructions:

Insert application instructions.



Top 10 Core Competencies of a Volunteer Coordinator Community Based Seniors Services (CBSS) Volunteer Coordinator

Core competencies refer to the essential qualities, knowledge, personal attitudes, and skills that enable your Volunteer Coordinator to excel in their work. Competencies define a profession and can help determine baseline needs when hiring. These core competencies are a tool for helping assess candidates and are not intended to be included in the job description.

1. **Leadership:** Inspirationally guides, motivates, and supports volunteers to contribute effectively to the organization's goals. Champions volunteerism in the organization and community.
2. **Inclusive Relationship Builder:** Recognizes, engages and values diverse volunteers systematically (not left to chance) and with awareness.
3. **Skilled Communicator:** Creates, communicates, and exchanges valuable information with volunteers, team members, and external stakeholders. Creates a welcoming space for volunteers to check in and provide feedback.
4. **Empowers:** Cultivates shared goals with volunteers that support their self-efficacy (a person's belief in their ability to succeed) and competence.
5. **Capacity builder:** Builds strength by investing in and developing volunteer skills and contribution opportunities.
6. **Organized:** Defines strategy, implements plans and motivates specific, time-limited goals.
7. **Data-driven:** Collects, analyzes, and acts upon reliable and valid data to monitor programs and report to stakeholders and financial processes.
8. **Discerning:** Uses data to systematically assess processes and outcomes to improve the program's risk management results.
9. **Assertive:** Confidently communicates processes and professional/organizational boundaries that reduce harm and align with the organization's mission and best practices.
10. **Collaborative:** Develops mutually beneficial collaborations with organizations and individuals with shared interests and goals.

