



Coordinator, Volunteer & Community Relations

Job Overview

The Coordinator, Volunteer & Community Relations is responsible for the overall administration of the volunteer program including recruiting, screening, managing, and training volunteers, while building meaningful connections that will create opportunities for engagement through fundraising opportunities. This role directly manages a base of 700 + active volunteers and provides guidance, support, resources, and tools to those volunteers.

The Coordinator, Volunteer & Community Relations will actively search for community partners that will provide meaningful fundraising opportunities for Christmas Bureau volunteers, as well as manage existing partnerships with community partners such as Taste of Edmonton. The Coordinator, Volunteer & Community Relations will always maintain confidentiality and act professionally according to the mandate, mission, values, and code of ethics of the Christmas Bureau of Edmonton.

Duties and Responsibilities

Volunteer Engagement

- Provide support to all Christmas Bureau volunteers through regular communication and direct supervision and oversight at volunteer events and activities
- Serve as the primary contact for all volunteers and ensure that volunteers receive the appropriate level of supervision and support
- Ensure the volunteers work in a safe, healthy, and supportive environment in accordance with all legislation, regulations, and procedures
- Serve as liaison between volunteers and staff
- Responsible for development and implementation of volunteer orientation and training sessions including any follow up to ensure that volunteers are properly trained for the tasks assigned
- Maintain appropriate volunteer documentation

Volunteer Recruitment

- Use a variety of recruiting methods such as networking, advertising, social media, local media, and community meetings to recruit skilled volunteers
- Review volunteer position descriptions and update as required
- Review and implement effective strategies to recruit skilled volunteers with appropriate skills
- Screen volunteers as required by Christmas Bureau policies

Community Engagement

- Develop and maintain existing partnerships with other volunteer organizations, including but not limited to Taste of Edmonton and Glow Edmonton
- Develop and implement community engagement strategies designed to leverage Christmas Bureau volunteers in new and exciting revenue generating opportunities

Required Skills, Knowledge, and Attributes

- Post-secondary education in human resources, community development or adult education is beneficial
- Experience with not-for-profit/volunteer driven organizations is preferred
- Working knowledge in the management of volunteer resources
- Knowledge of current trends, resources and information related to volunteerism
- Strong organizational skills and attention to detail
- Excellent communication, writing and interpersonal skills
- Ability to work with confidential information
- Ability to work independently and as a member of a team
- Experience with a volunteer database would be an asset
- Positive team player with collaborative work style with all levels and team structures
- Willing to work flexible hours, evenings, and weekends, especially during the busy Christmas season
- Must maintain a valid driver's license and have access to a reliable vehicle

Personal Characteristics

1. **Behave Ethically:** Understand ethical behaviour and business practices and ensure that your own behaviour and the behaviour of volunteers are consistent with these standards and values of the Christmas Bureau.
2. **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the Christmas Bureau.
3. **Communicate Effectively:** Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
4. **Creativity/Innovation:** Develop new and unique ways to improve operations of the volunteer program organization and to create new opportunities for recruitment.
5. **Foster Teamwork:** Work co-operatively and effectively with others to set goals, resolve problems, and make decisions that enhance the Christmas Bureau's effectiveness.
6. **Lead:** Positively influence others to achieve results that are in the best interest of the Christmas Bureau.
7. **Make Decisions:** Assess situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the Christmas Bureau.
8. **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
9. **Plan:** Determine strategies to move the Christmas Bureau forward, set goals, create, and implement actions plans, and evaluate the process and results.
10. **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Accountability: The Coordinator, Volunteer & Community Relations will report to the Executive Director. Starting salary for this permanent, full-time position will be \$50,000 plus benefits upon completion of the 3 month probation.