



Boys & Girls Club
of Airdrie

Volunteer Coordinator

Part time Position

Our Mission

To provide a safe supportive place where children and youth can experience new opportunities, overcome barriers, build relationships, and develop confidence and skills for life.

Position Summary:

Reporting to the Program Director, The Volunteer Coordinator will be responsible for the management of the volunteer program at Boys & Girls Club of Airdrie. This will include providing leadership to build, enhance and evaluate the systems, policies, and procedures in relation to volunteer involvement throughout the organization.

The Volunteer Coordinator will also be responsible for developing a recruitment strategy to market volunteerism at Boys and Girls Club of Airdrie. This will include presenting opportunities to youth and the wider corporate, academic and public spheres, measuring the effectiveness of various methods of volunteer recruitment, developing a retention strategy to maintain our volunteers and helping the Agency to focus its resources towards the most successful processes.

Duties and Responsibilities:

- Promote the involvement of volunteers among BGCA staff
- Respond to requests with regards to volunteerism
- Develop and execute a volunteer recruitment and retention strategy (including the development of volunteer recognition program)
- Establish and conduct screening interviews with potential volunteers
- Provide basic orientation and on-going support to all volunteers
- Communicate with volunteers to ensure a positive experience for both volunteer and BGCA.
- Establish and conduct regular volunteer performance reviews including exit interviews.
- Provide guidance and support to front-line staff in working with volunteers.
- Develop and review volunteer strategic plan with senior leadership as needed
- Assist front-line staff in identifying volunteer needs for their programs
- Provide front-line staff with training sessions that will build skill-sets to effectively support volunteers
- Provide staff recognition for effectively utilizing volunteers in their programs
- Other responsibilities as assigned by Program Director.

Volunteer Development

- Ensure systems are in place to effectively support volunteers
- Maintain and enhance volunteer standards, policies, and procedures
- Ensure volunteers are offered regular learning opportunities to enhance their skill sets for their position
- Receive volunteer feedback through annual evaluations. Incorporate feedback into program reviews and planning
- Ensure volunteer retention strategies are in place to ensure we foster long-term relationships with our volunteers

Volunteer Program Development

- Provide support, direction, and leadership in the creation and maintenance of the systems and policies to support volunteers
- Ensure all existing and new policies and procedures are consistent with the mission, values, vision of BGCA
- Ensure volunteers are reflective of agency and program needs
- Ensure all volunteers are offered a balance of learning enhancement, personal and social development, and meaningful placements

- Ensure volunteer opportunities are integrated within all BGCA programs
- Develop and maintain policies and systems for effective volunteer management.
- Develop volunteer position descriptions as required to meet BGCA requirements.

Volunteer Screening

- Answer all volunteer inquiries
- Conduct volunteer interviews and complete screening paperwork
- Work with staff to properly match volunteers to available positions
- Work with volunteers to ensure they graduate the screening process in a timely manner

Volunteer Recruitment

- Develop a communication/marketing strategy for promoting volunteer opportunities at BGCA
- Market volunteer opportunities to youth and the wider corporate, academic and public spheres
- Ensure strategies are developed and implemented that promote accessible opportunities for volunteers
- Work with front-line staff to identify volunteer needs and priorities
- Ensure all volunteer recruitment documents accurately reflect agency standards

Quality Assurance

- Ensure Volunteer Services complies with all agency policies and procedures
- Ensure all programs offer equal opportunities for current and potential volunteers
- Ensure volunteer statistics are collected and a report submitted on a monthly basis to applicable staff
- Ensure evaluations are conducted with volunteers annually and results shared with applicable staff
- Ensure all policies, systems and procedures are reviewed and updated where appropriate

Agency Support and Leadership

- Participate in agency fundraising, special events, and public relations opportunities
- Practice and promote BGCA's 'code of ethics'
- Responsible for the delivery of BGCA trainings, as required

Knowledge and Skill Requirements:

- A degree or diploma in human services
- Familiarity in volunteer management and/or service delivery is required
- A preference of three or more years experience working directly with volunteers in a community setting
- A preference of one to two years experience in a supervisory/management position
- Strong leadership, interpersonal, and communication skills
- Strong problem solving, organizing, planning, and analytical skills
- Strong team player and team builder
- Ability to produce acceptable RCMP Criminal Record Check and Child and Youth Information Module Check
- Reliable Vehicle, ability to produce Driver Abstract and obtain a Class 4 license
- Hold current or be willing to obtain CPR Level C and standard first aid.

Hours of Work:

- Part time – 20 hours/week
- Position involves working occasional evenings and weekends.