



Job Title	Volunteer Program Lead
Contract Type	Full-time, Permanent
Posting Date	August 8, 2022
Deadline Date	August 26, 2022
Posting Type	Internal/External
Short Description	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto’s diverse communities achieve health with dignity.</p> <p>The Volunteer Program Lead is someone who sees themselves as a resource and team player for the agency, and provides experience and enthusiasm in volunteer engagement and coordination to help drive our mission. The person in this role will maintain and improve our volunteer services, and work with staff in the organization to identify volunteer opportunities that meet our agency and community needs.</p> <p>A successful candidate should have strong administrative skills in particular record-keeping, data entry, reporting as well as being process oriented and committed to the mission of the organization.</p> <p>We’re looking for someone who is passionate about volunteerism and community engagement.</p>
Detailed Description	<p>RESPONSIBILITIES: Provides oversight and direction for all aspects of the volunteer programs, including:</p> <ul style="list-style-type: none"> • Conducting ongoing outreach activities (i.e., promoting and posting at various volunteer opportunity platforms) to keep an attractive profile of the volunteer program and maintain a robust volunteer base; • Working with community program leads and other relevant internal partners to support the planning of volunteering positions, volunteer intake and deployment; • Managing all correspondence re. volunteer program • Managing the screening, assessment, onboarding as required – many of these activities are in collaboration with program volunteer leads. • Hosting ongoing volunteer orientation for new volunteers and engaging them in relevant skill training, one-on-one coaching and mentoring throughout their volunteer involvement; • Keeping necessary records meticulously (including basic personal information, screening records, availability, volunteer activities and hours, internal reports/supervisors, anniversary dates, and performance reviews) in the volunteer database, producing reports as required • Orienting staff and reinforcing the volunteer management standards by providing training and coaching to advance staff’s understanding of volunteer roles and implementation of sector best practices; • Monitoring volunteer activities and providing timely feedback to both the volunteers and their program supervisors; , issuing reference letters as requested , and providing constructive feedback for volunteers to grow; • Participating in the periodical volunteer program evaluation processes and providing critical inputs in developing relevant evaluation tools to assess program outcomes and volunteers satisfaction; • Maintaining a good communication channel with all volunteers, including inactive volunteers, to keep them informed and motivated through a monthly volunteer newsletter, Slack messages and periodical check-in phone calls; • Organizing volunteer recognition events bi-annually and other ongoing activities to acknowledge importance of volunteer contributions; • Working with the Communication department to profile volunteer contributions and share the stories effectively; • Representing Access Alliance Volunteer Program to sit at the sector table, keeping abreast of trends and new approaches/initiatives, cultivating partnerships;

Toronto’s Diverse communities achieve Health with Dignity

SKILLS AND QUALIFICATIONS (BOLDED POINTS ARE A MUST-HAVE):

- **University degree in a relevant discipline (community development, social work, education, nonprofit management, volunteer/supporter engagement), or undergraduate education with relevant related experience;**
- **At least 2 years of experience working with volunteers in a non-profit setting (health, community-based, etc.) with a comprehensive volunteer management responsibility**
- **Experience working with and communicating with people of diverse cultures in a community-based setting; focus on immigrants, refugees and newcomers**
- **Experience in event and program design, planning, development, coordination and outcome evaluation.**
- Volunteer management certification from a recognized institution is a strong asset;
- Knowledge of and a commitment to the principles of community development and volunteerism.
- Experience supervising volunteers, and students, and delegating work.
- Demonstrated group facilitation and training skills.
- Good interpersonal and communication skills (oral and written) including participating in meetings, team player, writing, poster/flyer development, etc.
- Well-developed analytical and problem-solving skills.
- Demonstrated ability to function well in a team setting
- Proficiency with key computer applications of MS, e.g Excel, Word and PPT, online design and publishing tools such as Canva and MailChimp, as well as new media platforms such as Slack;
- Knowledge and experience with a CRM database are highly preferred;
- Lived experience as a newcomer to Canada or from other equity-deserving groups who face barriers to getting involved in volunteering;
- The ability to speak a second language is an asset

Salary: \$49,477 - \$59,612 per annum

Hours: 35 hours per week, Full-time

Duration: Permanent

Bargaining Unit position: United Food and Commercial Workers, Local 175

Classification: CHW

Start Date: ASAP

Please be advised that our organization requires all staff, students, and volunteers must be fully vaccinated. Proof of vaccination can be obtained from the Ministry site.

Access Alliance offers comprehensive group benefits coverage, annual vacation entitlement, cumulative sick leave entitlement, employee assistance programs. Access Alliance is a HOOPP employer.

Application Method

With “**Volunteer Program Lead**” in the subject heading, please send your Resume and cover letter by 5 pm August 26th 2022 to: jobs@accessalliance.ca **No phone calls please**

- We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.
- We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities.
- In accordance with the OHRC and AODA, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.
- Access Alliance encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while at the Centre.