

POSITION DESCRIPTION

Position: TEMPORARY VOLUNTEER COORDINATOR
Program: Wellbeing Services
Reports to: Life Enrichment Manager
Date Approved: September 2022

Community engagement at Sage Seniors Association (Sage) includes fund development, sponsorship, member and donor stewardship, major events, publications, communications, adult education and professional development, public relations, student engagement, life enrichment, and volunteer services.

As part of the Community Engagement team, the Volunteer Coordinator helps nurture a culture of inclusion and engagement at Sage. Responsibilities include recruiting, screening, orienting, and training new volunteers; supporting volunteers and volunteer supervisors as needed; and overseeing the Friendly Wellness Check program, including direct supervision of program volunteers.

HOURS OF WORK

28 hours per week (0.8 FTE). Office hours at Sage are 8:30 a.m. to 4:30 p.m. The office hours for this role will be established based on the needs of the organization and the successful applicant. This is a temporary, part-time position ending December 16, 2022.

SALARY LEVEL

\$33,958 - \$48,966 per annum (0.8 FTE). Starting point in this range will be based on an assessment of the successful candidate's education, skills, previous experience, and other factors.

RESPONSIBILITIES:

Area of Responsibility	Tasks
Planning and Program Development	<ul style="list-style-type: none"> ▪
Administration	<ul style="list-style-type: none"> ▪ Help staff develop volunteer position descriptions ▪ Maintain volunteer manual, supervisor's guide, and Volunteer Coordinator guide ▪ Update volunteer onboarding and training manuals as needed ▪ Collect and enter data related to the volunteer program, including

	volunteer hours (or work with a volunteer who does data entry for the program)
Staff Support and Training	<ul style="list-style-type: none"> ▪ Foster a culture within the organization that deeply understands and values the impact of Volunteer Services at Sage, including: <ul style="list-style-type: none"> ▪ Helping staff understand the important role that volunteers play at Sage ▪ Support staff in engaging with volunteers and developing meaningful volunteer positions related to their areas of work ▪ Facilitating the placement of volunteers and ensuring they have what they need to be successful in their position ▪ Supporting the ongoing supervision of volunteers ▪ Provide information and resources for staff members who are supervising volunteers ▪ Help staff feel supported and capable in their role as volunteer supervisors ▪ Coordinate annual position reviews and support staff with this process
Volunteer Management	<ul style="list-style-type: none"> ▪ Recruit, screen, and match volunteers to Sage volunteers roles ▪ Provide volunteer orientation and training ▪ Coordinate volunteer appreciation endeavours ▪ Manage organization-wide communications with volunteers ▪ Provide ongoing customer service training to volunteers who interact with clients, members and the general public
Friendly Wellness Check Program	<ul style="list-style-type: none"> ▪ Recruit, train, and supervise Friendly Wellness Check volunteers, including: <ul style="list-style-type: none"> ▪ Regular phone follow-up ▪ Ensuring program-related data entry is current and complete ▪ Providing support and training to program volunteers as needed
Community Engagement	<ul style="list-style-type: none"> ▪ Work as part of the Community Spaces Team to foster a safe and inclusive space for volunteers, program participants, and others accessing the Sage building ▪ Support the Community Engagement team and fund development program as needed ▪ Provide direct supervision and support for volunteers working in the Sage building as needed ▪ Participate in appropriate committees

QUALIFICATIONS

- Certificate or Diploma in Volunteer Management; Community Development or equivalent; or 1 to 3 years of work experience in a similar role
- First Aid and AED training is considered an asset.

SKILLS and EXPERIENCE

- Exceptional interpersonal skills
- Excellent interviewing and communication skills;
- Excellent problem solving skills;
- Experience with staff and/or volunteer supervision;
- Computer literacy, particularly Word and Excel;
- Self-motivated and able to work as part of a team
- Familiarity and experience with issues related to older adults, including knowledge of community resources and services related to older adults is an asset

EXPECTATIONS

In accordance with Sage's Pandemic Vaccination Policy, all employees must be fully vaccinated against Covid 19 and provide proof of vaccination.