



FAMILY SERVICES of the NORTH SHORE

Part Time – 21 hours per week

Position:	Coordinator – Volunteer Engagement
Position #:	22-2184
Reports to:	Senior Manager of Volunteer & Community Engagement
Location:	FSNS Community Hub
Closing:	June 30, 2022

The Agency:

Family Services of the North Shore is an accredited not-for-profit, community-based agency committed to making a deep and lasting impact in our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

The Volunteer and Community Engagement Department:

Volunteer & Community Engagement's mission is to facilitate strong, caring connections between people in our community and to listen and respond to the needs of the most vulnerable people in our community.

We believe communities must take care of their most vulnerable. Our volunteer ambassadors are committed to the work done at the Agency and connecting our neighbours to the supports they need.

Volunteer & Community Engagement can take many forms at Family Services of the North Shore. Current volunteer opportunities support Thrive Family programs, Christmas Bureau & Community Outreach programs, Care Givers Connect program, Jessie's Legacy, Fundraising and Community Events and many more. Programs and services are designed to pivot quickly to respond to emerging needs in the community.

The Job:

This role will support volunteers across the Agency. You will coordinate communications and engagement and manage the volunteer database. You will be responsible for the volunteer lifecycle including recruitment, orientation, communication, and recognition. You will work with program managers and lead the volunteer intake process and orientation / training schedule. You will coordinate the annual Agency Volunteer appreciation event and coordinate on-going volunteer training.

You will work directly with the Senior Manager of Volunteer & Community Engagement with volunteer management, communications, engagement, and community outreach initiatives.



The Candidate:

The ideal candidate will have:

- A minimum of two years of experience working in a fast-paced office environment
- Experience working with and supervising volunteers
- Experience with logistics and coordinating of events and projects.
- Experience with Microsoft 365 and the ability to troubleshoot minor challenges with technology.
- Relevant post-secondary training.
- A significant understanding of privacy, confidentiality, and discretion.
- The self-confidence to work independently, with the self-awareness to seek coaching, support and advice as required

In addition, you are:

- Non-judgmental, with an understanding of the role privilege plays in relationships.
- Able to work with colleagues, volunteers, clients, and others with a high degree of professionalism.
- Very organized with superior communication skills with a high level of attention to detail.
- Able to thrive under pressure.
- A team player
- Able to work with board members, volunteers, donors, and staff members across departments with skill and diplomacy.

Fluency in a language in addition to English would be an asset.

Other Information:

The position supports the Senior Manager, Volunteer and Community Engagement with a focus on overall Agency Volunteer management and Volunteer engagement within the agency. Keeping volunteers informed and conveying the agency's vision and mission with a goal to educate and extend the agency's reach within the community so we are better able to provide support.

Must be fully vaccinated against COVID-19.

Family Services of the North Shore is committed to creating an inclusive workforce. We encourage all people to apply and to share relevant information to support our employment decision making process, ensuring we are able to reflect and meet the needs of a diverse community.

Please respond, in confidence, with resume and cover letter to:

Kathleen Whyte

Senior Manager of Human Resources

careers@familyservices.bc.ca

While we thank all applicants for their interest, only short-listed candidates will be contacted.