



FAMILY SERVICES of the NORTH SHORE
Full Time / Part Time (28-35 hours per week)

Position: Coordinator – Community Outreach Programs
Position #: 22-2182
Reports to: Senior Manager of Volunteer & Community Engagement
Location: FSNS Community Hub
Closing: July 15, 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 Programs:

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 supports the Agency's community engagement programs and is responsible for coordinating the Agency's Christmas Bureau, Community Care Kit initiative, Caring Calls, Food Delivery, and emerging programs.

This position will: coordinate the execution of the annual Christmas Bureau program including client intake, sponsor matching, the Toy Drive and hamper exchange. You will also coordinate the annual Community Care initiative including client and sponsor intake and the Community Care fair. You will work with the Senior Administrator to train and schedule volunteers. You will work with the Senior Administrator on the day-to-day management of food delivery.

You will also coordinate volunteer schedules for volunteers in your areas. You will ensure that volunteers are oriented and trained. You will coordinate volunteer appreciation for volunteers in your areas.

You will work closely with the Senior Manager of Volunteer & Community Engagement with other community initiatives and will help develop new and emerging 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 managing projects
- 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:

At key times of the year, particularly in November and December when the Christmas Bureau is open additional hours of work will be required

As per Agency policy, all staff members 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.