



SECTION: ADMINISTRATION

TOPIC: JOB RESPONSIBILITIES

POLICY TITLE: VOLUNTEER RESOURCE COORDINATOR

PURPOSE:

This position develops the volunteer resources at HCSS through progressive leadership and direction. Many HCSS short & long term strategic goals are met through dedicated volunteers. The Coordinator will work with HCSS staff and volunteer stakeholders to ensure adequate volunteer resources are in place to meet service needs, and to ensure that volunteers are valued members of our human resource team.

In addition, the Coordinator is directly involved in efforts to market and promote HCSS to clients, caregivers, potential volunteers and donors. The ability to utilize and upkeep different social media platforms is an important aspect of this role.

This position reports to the assigned Programs Director

DUTIES AND RESPONSIBILITIES:

Responsibility for Volunteer Resources:

- Ensure that volunteers are recruited, trained, supported and rewarded;
- Develop an annual work plan for volunteer recruitment in coordination with other leaders at HCSS, including efforts to provide an on line application process;
- Lead efforts to plan and implement training and educational opportunities for volunteers;
- Coordinate ongoing and annual efforts to reward and recognize volunteers;
- Develop, review and administer evaluation tools for the volunteer resources at HCSS;
- Provide leadership in setting targets and examining new roles for volunteers at HCSS;
- Ensure all volunteers are aware of their rights and responsibilities;
- Lead and participate in community functions to promote HCSS volunteer opportunities;
- Represent the interests and provide leadership for the role of volunteers and the part they play in supporting clients and caregivers at HCSS;
- Create an environment where volunteering is a key component of the work of HCSS;
- Work with staff to improve the quality of the experience for volunteers;
- Provide coaching and training to HCSS staff who work with volunteers;
- Create community partnerships to support volunteerism.

Responsibility for Social Media and Marketing

- Coordinate and lead efforts to inform the community about HCSS services and HCSS volunteer opportunities;



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- Coordinate participation in Community Presentations, Health Fairs, etc.;
- Create high quality and engaging content for on line media, print media, signage etc. ;
- Coordinate a library of photos from all Programs at HCSS to assist with on line and print marketing and promotion;
- Administer and monitor Social Media postings on behalf of HCSS;
- Participate in the Marketing Committee and Marketing Campaigns;
- Monitor and report the efforts of Marketing and Social Media to the Management Team;
- Develop and coordinate a quarterly staff newsletter.

Responsibility for Administration:

- Contribute to annual operating budget as necessary;
- Monitor monthly expenditures and ensure spending is within budget;
- Ensure all billables are approved and submitted on time;
- Ensure reports and statistical data are completed and submitted in a timely manner;
- Ensure volunteer policies and procedures, volunteer forms, manuals and processes are current;
- Ensure volunteer position descriptions are created and reviewed for accuracy;
- Ability to supervise staff if needed.

General Responsibilities:

- Help create a safe and supportive working environment for staff, volunteers, clients, caregivers and visitors at HCSS;
- Seek ongoing education opportunities which will enhance knowledge pertinent to role;
- Maintain privacy and confidentiality;
- Comply with Ontario Health and Safety Act and it's associated regulations;
- Completes mandatory annual on-line training courses.

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

QUALIFICATIONS:

- Post-secondary education in Marketing, or equivalent in a related field
- Volunteer Resource Management Certificate is an asset
- Experience in Marketing and managing Social Media platforms



**HOME & COMMUNITY
SUPPORT SERVICES**

-♥-OF GREY-BRUCE-♥-

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- Experience in a supervisory position
- Working knowledge of Community Support Services and Health Care
- Working knowledge of current trends in volunteer management
- Exceptional written and verbal communication skills
- Experience making presentations to small and large groups
- Ability to work with teams comprised of staff and volunteers
- Demonstrated ability to provide superior customer service and apply sound judgement when working with volunteers and members of the public
- Experience developing and maintaining relationships with community partners
- Current driver's license, reliable vehicle and willingness to drive across Grey and Bruce counties.

I have read and understand:

I have read and approve:

Signature of Incumbent

Date

Programs Director

Date