

---

## VOLUNTEER RESOURCES COORDINATOR

---

**Job I.D.:**

**Position Title:** Volunteer Resources Coordinator

**Reports to:** Program Director, MOW/FV/Volunteers

**Work Days:** Monday-Friday

**Schedule flexibility required due to operational needs**

**Some evenings and weekend work may be required**

**Hours per Week:** Twenty Eight (28)

**Location:** Owen Sound Head Office

### YOUR CONTRIBUTION TO HCSS

Home and Community Support Services of Grey-Bruce (HCSS) provides community based services that support independence and enhance the quality of daily life for seniors, adults and their families. We believe that by working in partnership with a collaborative spirit, we can provide an individual with a caring environment which promotes a personal responsibility towards a healthy existence.

### POSITION SUMMARY

Many HCSS short & long term strategic goals are met through dedicated volunteers. The Volunteer Resources (VR) Coordinator develops the volunteer resources at HCSS through progressive leadership and direction. The VR 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 VR Coordinator is directly involved in efforts to market and promote HCSS to clients, caregivers, potential volunteers and donors.

### DUTIES AND RESPONSIBILITIES

#### Responsibility for Volunteer Resources

- Develop an annual work plan for volunteer recruitment in coordination with other leaders at HCSS, including efforts to provide an on line application process;
- Ensure that volunteers are recruited, trained, supported and rewarded;
- Lead efforts to plan and implement training and educational opportunities for volunteers;
- Ensure volunteer policies and procedures, volunteer forms, manuals and processes are maintained and current;
- Ensure volunteer position descriptions are created and reviewed for accuracy.
- 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;

---

## **VOLUNTEER RESOURCES COORDINATOR**

---

- 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;
- Coordinate participation in community presentations, health fairs, etc.;
- Create on-going high quality and engaging content to promote all HCSS services utilizing varying social media and mainstream media such as 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;

### **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 regulation
- Completes mandatory annual on-line training courses;
- Maintain a reliable vehicle and willingness to drive across Grey and Bruce counties.

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.

---

## VOLUNTEER RESOURCES COORDINATOR

---

### COMPETENCIES

- 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

### QUALIFICATIONS

- Volunteer Resource Management Certificate
- Working knowledge of Community Support Services and Health Care
- Working knowledge of current trends in volunteer management
- One year of experience with a variety of Social Media platforms
- Current driver's license with clear abstract

### PHYSICAL AND WORKING DEMANDS

#### ***i) Physical Demands:***

While performing the duties of this job, the employee is regularly required to sit and stand, ability to bend and move about safely in all work locations. Ability to communicate both in person and by telephone/text, use hands and fingers to operate computer and standard office equipment. Pick-up/manipulate materials and supplies weighing up to 40 lbs.

#### ***ii) Sensory Demands:***

While performing the duties of this position, the incumbent is required to operate a computer for long periods of time. This includes input and reading data. The incumbent must be tolerant of different environments. Regularly required to read and interpret data.

#### ***iii) Mental Demands:***

While performing the duties of this position, the incumbent is regularly required to use written and oral communication skills. Attention to detail is required. Concentration is required for the major portion of the day reading, researching information and documents, and working directly with the members of the team. Incumbents perform work under changing deadlines, on multiple concurrent tasks; work with interruptions such as telephone calls, emails, and interactions with employees outside of regular office times.

#### ***iv) Working Conditions:***

The employee generally works in office environments. The noise level is low-moderate.

---

---

## **VOLUNTEER RESOURCES COORDINATOR**

---

---

The work characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **CERTIFICATION**

---

I have read and approve:

\_\_\_\_\_  
Manager/Director

\_\_\_\_\_  
Date

I have read and understand:

\_\_\_\_\_  
Signature of Incumbent

\_\_\_\_\_  
Date