



Volunteer Services Manager

The Agency currently has a permanent full-time Volunteer Services Manager position available.

The Volunteer Services Manager is responsible for all aspects of the volunteer services program including recruitment, onboarding, orientation, engagement, retention, and recognition of volunteers. They will work in collaboration with Agency employees to support the ongoing development of volunteer programs that align with the Agency's service delivery model and strategic plan. Key areas of focus will be on the development of volunteer programs which assist and support addressing the overrepresentation of Indigenous, Black, and LGBTQIP2SAA children, youth, and families in the child welfare system.

Family & Children's Services of the Waterloo Region encourages applicants from all backgrounds to ensure we get the best, most creative talent on our team.

Major Position Responsibilities:

- Develops an annual volunteer recruitment plan based on the program needs identified by the Agency.
- Implements recruitment, retention, and recognition strategies to ensure the Agency has access to a diverse volunteer pool.
- Interviews, screens, trains, and matches all volunteer applicants.
- Identifies training needs for volunteers and develops an annual training plan to support the growth and development of the volunteers.
- Develops and maintains up to date orientation packages and procedure manuals.
- Develops plans to provide volunteers with ongoing opportunities to receive support, guidance, and development.
- In collaboration with the Director of Operations maintains up to date policies for the volunteer services area.
- Assigns volunteers to placement and consults with Agency staff to ensure that ongoing support is offered to the volunteer and that the volunteer match is successful.
- Works collaboratively with Agency employees to develop innovative programs identify new volunteer roles, etc.
- Provides oversight related to existing databases and information systems related to volunteers including appropriate use and storage of confidential information.
- Provides reports and data analysis related to volunteer services at the request of the Leadership team.
- Represents the Agency at the Provincial level on matters related to volunteer services and collaborates with other Volunteer Managers in the Waterloo Region to promote partnerships related to the delivery of volunteer programs.

Qualifications:

- University degree, or College Diploma from a relevant field of study and/or formal training in volunteer management from a recognized community college.
- Volunteer Management work experience with preference working in a not-for-profit organization
- Experience collaborating with individuals with diverse identities
- Demonstrated understanding of the principles of equity, diversity, and inclusion
- Excellent organizational and time management skills
- Excellent oral and written communication skills including the ability to engage in public speaking and facilitate training
- Knowledge of software programs related to volunteer management
- Experience in community development would be an asset

Salary Range:

\$66,449.27 to \$83,392.93 per annum

Management & Excluded – Grade 12

Interested internal applicants are invited to submit a resume to internal.resume@facswaterloo.org, no later than 4:00pm on June 2, 2022, quoting posting #012-2022.

Interested external applicants are invited to submit a resume to resume@facswaterloo.org, no later than 4:00 pm on June 2, 2022, quoting posting #012-2022.

We thank all candidates for their interest however only those selected for an interview will be contacted.

Accommodation at Family & Children's Services of the Waterloo Region

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 519-576-1329. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.