

Volunteer Coordinator Job Description

Volunteer managers are responsible for managing volunteer resources to assist in the delivery of the Bowmanville Older Adult Association programs, services and events. This includes directly managing volunteers, and/or providing guidance, support, resources and tools to volunteers.

Primary Duties and Responsibilities

- Plan volunteer program/service
 - Develop and implement goals and objectives for the volunteer program which reflect the mission and values of our organization
 - Assess the need for volunteers to enhance program/service delivery
 - Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary
- Organize the volunteer program/service
 - Develop, administer and review policies and procedures which guide the volunteer programs and services and reflect the overall values of the organization
 - Develop and administer forms and records to document the volunteer activities
 - Identify volunteer assignments that provide meaningful work for volunteers and write the volunteer position description in consultation with staff as appropriate
- Engage volunteers
 - Promote the volunteer program to gain community support of the volunteer program and the organization
 - Develop and implement effective strategies to recruit the right volunteers with the right skills
 - Develop and implement an intake and interview protocol for potential volunteers
 - Implement a screening process for potential volunteers
- Lead the volunteer program/service
 - Develop and implement operations manuals for volunteer training
 - Develop and implement check lists for volunteer training
 - Assist with conflict resolution among members, staff and volunteers
 - Establish and implement a process for evaluating the contribution of individual volunteers
 - Plan and implement formal and informal volunteer recognition

Recommended Skills

- Post-secondary education in social sciences, human resources, community development or adult education is an asset
- Knowledge of current trends, resources and information related to volunteerism
- Knowledge of management of volunteer resources
- Experience with fundraising (planning, implementing, etc.)
- Proficiency in the use of social media, data base management, word processing, online marketing, etc.
- Experience with establishing and maintaining positive working relationships with others, to both internally and externally achieve the goals of the organization
- Strong communication, creativity and innovation skills to develop unique new ways to improve the operations of the organization and to create new opportunities
- Ability to foster teamwork, work cooperatively and effectively with others
- Excellent management and organization skills with staff and volunteer scheduling