



Position Summary

Position Title: Community Health Volunteer Coordinator

Reports to: Program Director

Revision Date: 20 December 2019

Summary:

The Community Health Volunteer Coordinator (CHVC) is responsible for coordinating, implementing and overseeing Quest Community Health Centre's Volunteer Programs. The position plays a vital role in ensuring recruitment, orientation, and oversight of volunteers to deliver Quest CHC services, as well as linking to various community members, groups and organizations to promote programs and volunteerism. These duties will be carried out within the context of an interdisciplinary team of professionals, as well as in conjunction with Quest's Advisory Committees.

Key Objectives:

1. Volunteer Recruitment including: liaising with new and existing community organizations (e.g. professionals and associations); the use of advertising and participation at events (e.g. conferences, educational events, community meetings); sourcing and recruiting volunteers through various techniques (e.g. exploring student placements); and interviewing volunteers to ensure they are appropriately matched for their volunteer position.
2. Volunteer Management: ensuring appropriate volunteer training and support including developing an orientation process. Promote volunteering internally and externally through recruitment and publicity strategies and campaigns. Organize profile raising events to attract new volunteers.
3. Volunteer Program Development and Administration including: researching and writing volunteer policies and procedures; risk assessments; streamlining volunteer recruitment processes; maintaining a volunteer database; and identifying new areas for volunteer capacity.
4. Keep detailed records of volunteer information and assignments including collecting

information on availability and skill sets.

5. Communicate frequently with volunteers to ensure their resources are well placed and they are satisfied in their volunteer role, as well as to disseminate relevant information.
6. Identify funding opportunities as well as develop funding applications/proposals.
7. Monitor, support, motivate, and accredit volunteers and their work. Develop volunteer recognition activities including celebrating volunteering by nominating volunteers for awards and organizing celebration events.
8. Undertake evaluation of processes, monitor and evaluate activities; prepare reports for funders, and undertake other administrative duties.
9. Collaborate with staff, management team and community stakeholders across all program areas including developing promotional material such as brochures and displays.
10. Act as a resource and assist in activities related to publicity, public relations and client advocacy.
11. Organize and deliver presentations; facilitate workshops and group meetings as well as other community initiatives.
12. As a member of Quest's interdisciplinary team, assist with the development, analysis and implementation of policies and procedures that benefit and improve Quest's service delivery.
13. Establish and maintain links with community and staff by regularly attending and providing support, including administrative support, to advisory committee meetings and other community meetings and events. Develop and maintain strong ties to other professionals and community members.
14. Provide input for development of strategic plans and attend and participate in staff meetings and special projects and perform other duties as assigned.
15. Meet organizational quality and quantity of work standards. Comply with applicable, policies, regulations, ethical standards and legislation.
16. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
17. Participate and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
18. Maintain and develop professional competence through continuing education.

Qualifications:

Education

- College certificate in Volunteer Management is an asset
- Post secondary education in social sciences, human resources, community development, or adult education is an asset.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).

Experience

- 1 to 3 years experience in volunteer management.
- 1 to 3 years related experience in a community-based organization.
- Experience in program development, implementation, monitoring and evaluation.

Skills and Abilities

- Experience in volunteering locally and/or internationally.
- Experience in recruiting volunteers through various channels. Communicates effectively with diverse populations.
- Excellent organization and team coordination abilities.
- Awareness of and sensitivity to the health issues of the community.
- Ability to function independently in potentially difficult situations.
- Ability to deal with disruptive behaviour and conflict management.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with a multi-disciplinary team, clients and service providers.
- Proficiency in the use of computer software such as Microsoft Office.

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle, vehicle insurance, and a Police Reference Check are required.
- Maintain and develop professional competency through training or appropriate continuing education.
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronics Document Act (PIPEDA).

Physical Demands

- The incumbent is seated for prolonged periods of time with occasional twisting to reach equipment on desk, moves from office to office, performs simple grasping, listens with sufficient acuity to perform all aspects of the job, and occasionally lifts up to 10-20 lbs.
- The position requires being in community at various locations with various physical demands.
- Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including at satellite offices and points of service. Work settings also include community locations such as schools, dental offices, hospitals, shelters, drop in centres.

Must be able to work varying work schedules, and in multiple work locations.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____