

Volunteer Developer

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

Working in conjunction with the Volunteer Coordinator, the Volunteer Developer supports and expands the volunteer resources of the House.

Responsibilities:

- identifying potential new sources of volunteers and conducting appropriate outreach in keeping with the House's mission and principles;
- screening, interviewing, orienting, training and providing ongoing support to volunteers;
- promoting volunteering through public education campaigns identifying the need for, and the benefits of involvement; participating in networks and events;
- identifying community members who have not had the opportunity to volunteer and working with them to overcome barriers to volunteering in conjunction with other staff;
- assessing program needs for volunteers, resolving the working relations between volunteers and programs;
- organizing and matching high school, college and undergraduate student placements;
- organizing and matching episodic volunteers (groups interested in one-off volunteer activity);
- evaluating the experiences of volunteers within the agency to improve volunteer satisfaction and retention;
- developing and implementing ongoing training and development for volunteers and for staff who work with them;
- compiling, maintaining and reporting statistics on volunteers for internal and external purposes (e.g. reports, proposals)
- working with the Coordinator planning and implementing annual events (e.g. the volunteer recognition event, Community Sweep, some fundraising events etc.); and,
- participating as a member of the Community Response and Advocacy Team on House-wide events and participating on other House committees and activities as required.

Qualifications:

- thorough knowledge of, and a commitment to the principles of volunteerism;
- minimum of one year relevant experience working with volunteers in a non-profit agency setting combined with knowledge of House program activities;
- skill in recruiting and screening large numbers of individuals and defining their personal skills/attributes and goals;
- basic knowledge of marketing in order to attract and retain volunteers;
- ability to direct, orient, train and support students/volunteers and to exercise initiative in effectively problem solving when issues arise;

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

External Job Posting

- excellent interpersonal, verbal and written communication skills including the ability to speak publicly and do presentations;
- ability to work effectively with a wide variety of people in a team based setting;
- ability to work effectively within an anti-oppression framework;
- computer literacy in word processing and database software and ability to collect data, statistics and review/note trends;
- **excellent communication skills in English and Portuguese;**
- strong organizational skills and strong event planning skills.

Status: Contract to February 28, 2018
Start Date: ASAP
Hours: 7-17 per week
Rate: \$22.67 per hour
Unit: Community Response & Advocacy
Immediate Supervisor: Volunteer Coordinator
Posting Date: February 21, 2017
Closing Date: March 7, 2017
Note: West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

Please send resumes by 5:00 pm on the closing date to:

Human Resources Administrator
588 Queen St. W.
Toronto, Ontario
M6J 1E3
melissawo@westnh.org