

Internal Job Posting

Volunteer and Communications Coordinator

Are you looking for a meaningful role working with volunteers in an organization committed to personal and social change? Do you want to engage community members and stakeholders in supporting their neighbours? Are you ready to share your communications savvy to celebrate community strengths and address inequities? Looking for an opportunity to work in an environment that encourages engagement, diversity, and learning?

With strong program development and implementation and communication skills the Volunteer and Communications Coordinator leads our and focuses on our Volunteer Program. Secondly, and in collaboration with the Community Relations Coordinator, they raise the profile of the House, through, creating and updating website content, social media, and community liaison.

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. Our diverse programs and community development activities support approximately 16,000 people of all ages annually in addition to ongoing public policy development and advocacy on social and economic issues.

West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, people with disabilities, women and people of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Lead program planning and development of the Volunteer Program.
- Coordinate and participate in volunteer recruitment, orientation, matching, screening, retention, and appreciation.
- Collaborate with West Neighbourhood House (West NH) programs to determine volunteer needs, develop volunteer opportunities, retain volunteers, and resolve volunteer related conflicts.
- Contribute to West NH communications strategy by leading Volunteer Program communications and supporting West NH social media and website updates, etc. including content development.
- Enhance the profile of the House through partnerships, liaising with stakeholders, donors, networks, and communications.
- Provide support and supervision to staff, interns, students, and volunteers directly supervising the volunteer program.

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

A United Way Member Agency

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- Continually learn and keep abreast of trends, best practices in volunteerism and areas of communications responsibility, and evaluate and monitor impact.
- Various administrative duties, including statistics, program records, reporting, etc.
- Contribute to the unit team through active participation on planning initiatives, joint initiatives, committees, and House-wide events.

Qualifications:

- Education and formal training equivalent to a university degree in volunteer development, community development, communications, or public relations,
- Minimum of 3 years' experience working with volunteers, communications, or equivalent work in the non-profit sector.
- Knowledge of, and a commitment to the principles of volunteerism, and diversity, equity, and inclusion.
- Demonstrated skills program planning, implementation, and evaluation.
- Strong skills in working with individuals and groups (e.g. intake, communications, matching, follow-up, conflict resolution etc.).
- Supervisory skills.
- Demonstrated ability to create social media, website, and newsletter etc. communications content.
- Excellent interpersonal skills including fairness, teamwork, communication skills, understanding and appreciation of diversity, equity, and inclusion principles.
- Strong digital knowledge skills such as, Microsoft Office, digital meeting platforms, website software (WordPress), fundraising databases, Client Record Management (Alayacare) and publishing software.
- Demonstrated curiosity and commitment to ongoing learning and professional development.
- Ability to work independently and take initiative, as well as work collaboratively in teams.
- Ability to work remotely as well as on-site.
- Flexibility in scheduling and ability to work evenings and weekends (irregular).
- Ability to travel frequently within the catchment area.
- Knowledge of another language relevant in our catchment area is an asset.

Note: This position will have the option to work sometimes remotely (e.g., from home) as negotiated with the Unit Director

Status:	Full Time Permanent (CUPE Local 3393 Bargaining Unit Position)
Start Date:	ASAP
Hours:	35 hours per week
Rate:	\$28.07
Immediate Supervisor:	Director of Community Programs and Systems Change
Posting Date:	September 27, 2023
Closing Date:	October 11, 2023

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To apply, please send us a resume and a cover letter by 5:00 pm on the closing date to:

lynnewo@westnh.org