



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: VOLUNTEER COORDINATOR
DEPARTMENT: COMMUNICATIONS & ENGAGEMENT
POSITION TYPE: PART TIME UNION AUXILLIARY
PAY GRADE: PAY GRADE 9
LAST UPDATED: APRIL 2, 2024 (under review)

NATURE AND SCOPE OF WORK

Reporting to the Manager of Communications & Engagement, the Volunteer Coordinator will work to develop a volunteer program that promotes connectedness, inclusion, and community pride. The Volunteer Coordinator will support volunteerism in Colwood by liaising with existing organizations and community groups, supporting the establishment of new community groups, and connecting residents with meaningful volunteer opportunities.

TYPICAL DUTIES AND RESPONSIBILITIES

- Create an inventory of partner agencies and leverage partnerships to create pathways to quickly route interested residents to non-profits, charities, and public-good organizations in the community who already recruit volunteers. Examples include the Victoria Green Team, West Shore Parks & Recreation, Greater Victoria Library, Juan de Fuca Seniors Centre, West Shore RCMP, and others.
- Refine existing volunteer procedures, practices, forms, and tools to ensure consistency with City policies as well as legislation such as the BC Human Rights Code, and Freedom of Information and Privacy.
- Support the establishment of community groups and their efforts to recruit, place, orient, coordinate, and retain volunteers.
- Promote informal volunteer activities that citizens can engage in without coordination or supervision from others.
- Create and manage formal City volunteer assignments as needed, such as:
 - Assisting with inclusive recruitment strategies that provide opportunities for a diverse range of volunteer ages, cultures, lifestyles, groups, and communities within Colwood.
 - Coordinate volunteer onboarding and volunteer management, including tracking and reporting of volunteer data.
 - Ensure procedures are in place to assess the performance of volunteers, conduct exit interviews, have a committee review process for applicants who face barriers, and develop ideas for program improvement.
- Oversee a consistent volunteer recognition program to acknowledge volunteer time and contributions.
- Keep City staff informed about the roles that volunteers play at the City and in the community.



- Champion volunteerism by acknowledging volunteers and their efforts, celebrating national volunteer week, and elevating volunteerism in public spaces.
- Coordinate a Volunteer Task Force made up of staff, volunteer, and community representatives to contribute to the development and evolution of the expanded volunteer program.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of the philosophy and objectives of volunteer programs, methods, techniques, policies, and procedures pertaining to volunteer coordination.
- Sound knowledge of the interests, requirements, and resources of the volunteer community.
- Ability to develop, plan, schedule, implement, evaluate, and recommend changes to volunteer programs, activities, and services.
- Ability to recruit and appropriately place volunteers and to participate in monitoring and evaluating work performance.
- Ability to orient, train, and motivate volunteers.
- Ability to establish and maintain effective working relationships with staff, community groups, volunteers, staff of other agencies and the public; and to employ service excellence principles.
- Ability to communicate effectively orally and in writing and to make presentations.
- Ability to monitor the volunteer program budget and to prepare and maintain correspondence, records, reports, and training materials.
- Demonstrate understanding and application of the following competencies:
 - Customer Focus: Provides exceptional service to internal and external customers.
 - Effective Communication: when speaking, writing, and presenting.
 - Relationship Building: establish and maintain respectful, cooperative working relationships.
 - Adaptability: willingness to be flexible in a changing environment.
 - Collaboration: Uses a consultative approach to initiate and foster a spirit of cooperation to achieve organizational goals.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Graduation from a post-secondary institution with a degree or diploma in Recreation or a related discipline, plus two years related experience working with volunteers; or an equivalent combination of training and experience.
- The successful candidate must be able to supply and maintain a clear Police Information Check.
- Valid Class 5 Driver's License for the Province of British Columbia is an asset.

WORKING CONDITIONS / JOB ENVIRONMENT

Work is conducted in an office environment within a public facility (or a home office setting when appropriate and with approval). Some travel within the region may be required for offsite meetings and events. Regular working hours may include evenings or weekends to accommodate volunteer activities that take place outside of business hours.