



VOLUNTEER AND COMMUNITY ENGAGEMENT FACILITATOR

Permanent, Full Time (35 hours a week)

\$33,936 annually

At Community Support Connections, we wake up each morning energized about the difference we make in the lives of our clients; people who could be your parents, grandparents, friends, or neighbours. Working with hundreds of amazing volunteers, donors, and community partners, we provide a wide range of community supports for older adults and people with different abilities to help them live at home with independence and dignity – something we all deserve. We are truly caring and client-centered, and are constantly innovating; looking for new and better ways to provide the best care and supports possible.

Passion and commitment permeate everything we do. Driven by our values, we treat our clients, volunteers, donors, and each other, with dignity and respect. We recognize that diversity is the foundation for understanding the needs of our stakeholders. We believe the best way to serve our clients and volunteers is to create an environment and culture that empowers our staff to be as productive and happy as possible.

That includes:

- Versatile work options including flexible hours and working from home
- Generous benefit days and group RRSPs
- Competitive health and dental benefits
- Access to our Employee and Family Assistance Program (EFAP)
- On-site hot lunch options from our own kitchen
- Free parking

If what we do resonates with your core values then we want to hear from you!

The Role: The Volunteer and Community Engagement Facilitator contributes to the mission of Community Support Connections by supporting the Manager, Volunteer Engagement with finding and attending community events, engaging current volunteers, and leading the onboarding of new volunteer applicants. The role works directly with corporate and community groups, acquires content for volunteer stories, develops new relationships with community partners to raise awareness about Community Support Connections, and works closely with the Development Team.

Who You Are: Our ideal candidate works independently with minimal support, is nimble, and brings creativity and fun to their work. You get excited about providing meaningful experiences for volunteers and donors, and the community at large. You understand that the data and background work are essential to be effective with the 'fun stuff'. You are passionate about making a positive change in our community, love working as part of a responsive and ever-changing team, excited about supporting the older adult community and are happy to go 'above and beyond'. You are prepared to take engagement

and volunteer coordination to the next level and thrive on attending community functions, meeting new people, celebrating individual and community strengths, and excel at challenging and new opportunities.

Responsibilities

Volunteer Engagement

- Works with the Development Team to develop and maintain volunteer marketing materials such as posters, volunteer job postings and social media volunteer database
- Implements strategies to recruit a substantial number of volunteers with the proper skills
- Leads screening, interviewing and training of new volunteers
- Prepares and maintains volunteer job descriptions based on demands of Community Support Connections' programs and school placements
- Develops innovative ways to improve the experience of volunteers and create new opportunities for them by interacting with them on a regular basis via email, phone and in person in the community at our service sites
- Communicates on a regular basis with other departments to ensure an adequate number of volunteers are available to sustain client delivery. Develop proactive strategies alongside Volunteer Engagement Manager to recruit where there are gaps or foreseeable gaps in the future
- Nominates volunteers for awards and assists with organizing appreciation events
- Checks-in with new volunteers to ensure they are enjoying their new role within a timely manner
- Assists Volunteer Engagement Manager with retention and appreciation strategies to maintain a high level of satisfaction among volunteers
- Oversees the on-site garden. This involves assisting garden volunteers in any administrative tasks. Recruiting for the garden, scheduling volunteers, assisting with the design/layout of garden, budget, organizing and ordering adequate supplies, etc.
- Coordinates Bingo fundraising volunteers
- Assists with overseeing and coordinating Office volunteers
- Other administrative and service delivery tasks when required

Speaking Engagements and Community Outreach

- Assists with building agency and volunteer awareness by researching and contacting community services, colleges, employment agencies, media and internet sites and by sharing information about opportunities within the organization
- Attends community events and regularly visits current community locations to develop a strong relationship with the community to foster a positive image for Community Support Connections, attracts and develops robust relationships with volunteers
- Conducts research to engage corporate partners and organizations for future recruitment
- Promotes volunteering through the delivery of presentations delivered to diverse groups such as: senior groups, university and colleges, service providers, agencies and local businesses
- Greets, educates, supports and follows up with corporate volunteer groups

Communications

- Prepares volunteer related content for communication materials, such as newsletters, advertisements, social media posts, bulletin boards and emails, as needed
- Develops posters and recruitment materials, and distributes to appropriate parties
- Works with various departments to prepare program/volunteer specific materials
- Assists with sending out regular mail and email updates as required by department

Qualifications

Education and Experience

- Two year diploma in Volunteer Coordination, Social Services, Public Relations, Human Resources, Communications, or other related field preferred
- Volunteer Management Certificate an asset
- 1 year related professional experience preferred
- Valid Driver's License and daily access to a safe, licensed and reliable vehicle for business-related travel
- Ability to speak language(s) other than English an asset

Technical Skills and Knowledge

- Working with volunteer databases such as Calendly, AlayaCare and 17Hats
- Capacity to quickly and accurately prepare a variety of documents and correspondences utilizing advanced features of software such as MS Office, SharePoint, Vidyard, Canva, etc.
- Strong organizational, project management, public speaking and problem-solving skills, complemented by multi-tasking abilities, and attention to detail
- Commitment to handling confidential material and information with discretion
- Well-honed organization, communication, and interpersonal skills
- Knowledge of the non-profit/charitable sector, more specifically the older adult sector, is an asset

Working Hours and Environment

- Willing and able to work occasional evenings and weekends for prescheduled meetings or events
- Extensive computer and telephone use
- Willing and able to split work between home and main office, based on agency need
- On-site for event days to provide leadership and support

If this role sounds like the opportunity you have been looking for to challenge yourself and showcase your abilities – we would love to hear from you!

Please submit your resume and cover letter clearly identifying the unique attributes you bring to the position, by **November 21, 2022**.

We are happy to accommodate the needs of qualified applicants in all parts of the recruitment and assessment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you are contacted for an interview and anticipate needing accommodations for any part of the recruitment process, please do not hesitate to let us know how to best meet your needs. Applicants should make their needs known in advance.

Check out communitysupportconnections.org to learn more about our programs and services! You can also find us on Facebook, Twitter and LinkedIn!