



Inspiration. Empowerment. Action.

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## Job Description

### **Volunteer Engagement Coordinator**

#### **Background**

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from the Black, African and Caribbean communities, to make positive changes in their lives and within their communities. Our aim is to assist our clients by providing pathways for them to achieve their full potential and in finding solutions to improve their health, well-being and quality of life.

#### **The Position**

To provide direction, leadership, support and guidance in ensuring the smooth day-to-day operations and planning of volunteer services in accordance with the strategic directions of Roots Community Services. This role will ensure the ongoing recruitment, supervision, management and recognition of all volunteers through the organization. As a valuable team member, the Volunteer Engagement Coordinator will work with all program teams and external collaborators in the development of RootsCS' integrated volunteer programming to enhance inclusive community engagement while centering the needs of the people supported by the organization. This position will report to the Manager, Programs & Volunteers.

**Term of work:** 12-month contract  
**Hours of work:** 35 hours a week  
**Compensation:** \$43,000 to \$48,000 annually plus benefits

#### **Major Duties and Responsibilities**

These will include but are not limited to:

- Recruiting, interviewing, onboarding and training volunteers, providing coaching and mentoring to both volunteers and staff to facilitate a positive volunteer experience.
- Building a network of volunteers through a matching process, to utilize the strengths, expertise and interests of volunteers and support staff and clients served by RootsCS.
- Identifying opportunities and coordinating activities to enhance RootsCS involvement in building inclusive communities in Peel and Halton regions.
- Placing volunteers according to RootsCS' needs and suitability of the volunteer.
- Ensuring active volunteer engagement, through consistent and effective communication via online and in-person methods
- Managing conflicts that arise with volunteer placement and take appropriate action when required, in accordance with the conflict management process.
- Sharing knowledge and skills to enhance the professional development of volunteers.
- Developing a volunteer recognition program that is aligned to RootsCS' strategic plan.
- Celebrating volunteers success regularly, planning and executing volunteer appreciation week and organizing RootsCS' Annual Volunteer Appreciation event.

- Ensuring risk and safety-related issues are shared with volunteers as required.
- Preparing operational plans, interim and annual reports re volunteer program.
- Evaluating volunteers periodically to ensure integrity of the program.
- Maintaining the volunteer database for tracking information, hours, roles and participation.
- Ensuring volunteers attend team meetings, where appropriate, in order to maintain good communication within the service and to provide a forum to share concerns, experience and skills
- Participating on committees and attending meetings as required.
- Collaborating, developing and enhancing relationships with external volunteer services, community organizations and partners.
- Other duties as assigned by management.

### **Qualifications:**

- Minimum two years' experience in volunteer management (includes grassroots community initiatives and/or working within an organization)
- Preference for candidates with educational experience (diploma or related courses) in either volunteer management or related disciplines that foster an understanding of working with people
- Knowledge of and sensitivity to the lived experiences and diverse needs, identities and cultural backgrounds of Black people in underserved and marginalized communities
- Knowledgeable on anti-black racism, anti-oppression and other culturally-sensitive approaches to volunteerism
- Proven ability to lead and influence individuals and teams within a community development organization and in the context of major change while maintaining group cohesiveness, motivation, commitment and effectiveness
- High levels of oral and written communication skills, time management and critical thinking skills with a strong understanding of role boundaries
- Demonstrated excellence in interpersonal skills including the ability to demonstrate tact and diplomacy with diverse groups of stakeholders
- Excellent administrative, organizational and data software management skills, including statistical compilation and reporting
- Demonstrated commitment to ongoing process improvement and delivering outstanding quality and results
- Working knowledge of French would be a great asset
- Successful criminal background check with vulnerable sector search
- A valid Ontario Driver's license and reliable transportation
- Available to work flexible hours as well as fulfill physical requirements of the position.

Please forward your application with a cover letter on or before **November 29, 2021**, by email to [careers@rootscs.org](mailto:careers@rootscs.org), with the subject line **Volunteer Engagement Coordinator Application**.

We thank all who apply for their interest in this position; however, only those candidates selected for an interview will be contacted.