



Co-operative Development
Foundation of Canada

SINCE 1947

Position Title:	Volunteer Manager
Position Location:	Ottawa, Ontario
Duration:	1 year with the possibility of extension
Reports to:	Director of Operations
Travel Requirement:	Domestic and international travel may be required

GENERAL DESCRIPTION:

The Volunteer Manager primary role is to recruit, orient and deploy volunteers to ensure the organization's volunteer objectives and goals are met. The Volunteer Manager also manages the end-to-end process for the Women's Mentorship Program. S/he works independently and provides direction, coordination, and consultation for all volunteer activities to strengthen and involve a community of supporters.

RESPONSIBILITIES:

- Develop and implement annual goals and objectives for the volunteer program
- Develop and manage volunteer policies, procedures, and standards
- Work cooperatively with Managers of Programs to identify volunteer needs in support of meaningful project outcomes
- Develop a comprehensive tracking, monitoring and evaluation system for volunteers
- Prepare and submit volunteer reports in a timely manner
- Actively promote the value and benefits of participation in the CDF volunteer program e.g. professional associations, post-secondary institutions, conferences etc.
- Plan and schedule all volunteer activity:
 - Proactively ensure there is an ongoing roster of volunteers to support the current and upcoming projects
 - Develop and implement effective volunteer recruitment and engagement strategies
 - Review and post volunteer postings for each assignment
 - Conduct and/or arrange for volunteer orientation and training
 - Orient volunteers to ensure an in-depth understanding of the in-country culture, assignment requirements and responsibilities
- Coordinate with the Coordinator to ensure that detailed records are maintained according to established policies and procedures
- Develop and manage a volunteer recognition program to recognize the contribution of volunteers
- Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the program
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Assist the Director of Operations in the preparation of reports



Women's Mentorship Program

- Recruits participants to the program on a global basis
- Manages ticket purchases and visa applications
- Recruits program facilitators, including contract management
- Extensively communicates with stakeholders, particularly participating women, partners and host Canadian credit unions
- Advises participants and hosts of safety and security protocols
- Prepares and executes program plans, ensuring alignment with contribution agreement requirements
- Reports and evaluates program outcomes, disseminating information to key stakeholders
- Manages program financial objectives by forecasting budget requirements and regular budget monitoring including expenditures, variances and corrective action taken.

QUALIFICATIONS

- Minimum of 5 years work experience in a non-profit or charitable organization, preferably as a Volunteer Manager.
- Knowledge of management principles and evaluation techniques related to volunteer programs
- Post-secondary education in business, human resources, or community development

Considered Assets

- Proficiency in other languages (French, Spanish); Certification in Volunteer Management and/or certification from the Canadian Administrators of Volunteer Resources (CAVR) or the equivalent provincial association; Health and Safety Certification is an asset.

SKILLS, KNOWLEDGE AND CAPABILITIES

- Organizational skills - Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Planning - Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- Problem Solving skills - Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Decision Making - Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with difficult situations.
- Attention to detail and a clear understanding of the sector; commitment to the organization; and ability to handle information confidentially.
- Excellent organizational, time management skills, and ability to cope with limited resources, seize opportunities and think creatively.
- Good work ethics, a flexible and non-judgmental approach to people.



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- Ability to work well with a diverse group of staff and volunteers.
- Willingness to adjust hours to accommodate the needs of the job.
- Ability to effectively manage a wide array of tasks, projects, and responsibilities and work productively in an environment with frequent interruptions.
- Strong communication skills – written and verbal, which will be useful in creating handbooks, training manuals, and other program materials.
- Strong computer skills and proficiency in word processing, database management, spreadsheet applications.

Please apply with a resume and cover letter to apply@cdfcanada.coop, **no later than 4:00 p.m. Tuesday, August 6th, 2019**. All applicants are thanked for their interest in CDF Canada. However, only those selected for an interview will be contacted. CDF Canada is an inclusive employer. If selected for an interview, please advise if you require accommodation during the interview process and we will work with you to meet your accessibility needs.