

Position Title:	Volunteer Manager
Position Location:	Ottawa, Ontario
Reports to:	Director, Operations
Travel Requirement:	Domestic and international travel may be required
Salary:	\$61,000 – \$70,000

GENERAL DESCRIPTION:

The Volunteer Manager primary role is to supervise and manage volunteers' resources to ensure the organization's and program objectives and goals are met. The Volunteer Manager 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
- Administer and monitor expenditures for the volunteer program against the approved budget
- Develop and manage volunteer policies, procedures, and standards
- Work cooperatively with Managers of Programs and project partners to identify volunteer needs in support of meaningful project outcomes
- Develop a comprehensive tracking, monitoring and evaluation system for volunteer in-kind
- Prepare and submit volunteer reports in a timely manner
- Actively market and promote the value and benefits of participation in the CDF volunteer program e.g. Board of Directors, professional associations, donors, Co-op sector, post-secondary institutions
- Provide training and support to partners and overseas staff relative to effective management of volunteers
- 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
 - Develop job descriptions and postings for each assignment
 - Ensure volunteer contracts are prepared by PMs in a timely manner according to recruitment process, ensuring signed contracts are filed accordingly
 - Conduct volunteer orientation, which includes safety & security training
 - Orient volunteers to ensure an in-depth understanding of the in-country culture, assignment requirements and responsibilities
- Ensure that detailed records are maintained according to established policies and procedures
- Establish and implement a process for evaluating the impact that and outcomes of volunteer assignments
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization

- 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, Human Resources in the preparation of reports, and distribution to key members of the organization

QUALIFICATIONS

- Minimum of 5 years of managerial or related 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 volunteer management
- Fluently bilingual (English & French)
- Proven experience working with international volunteer sending programs

Considered Assets

- Proficiency in other languages e.g. Spanish
- Certification in Volunteer Management and/or certification from the Canadian Administrators of Volunteer Resources (CAVR) or the equivalent provincial association
- International Health and Safety Certification

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.
- 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.

COVID-19 - *In light of the coronavirus (COVID-19) and to protect our candidates' and interviewers' health and wellbeing, we will be conducting all interviews virtually for the foreseeable future. This circumstance may also cause application delays, as such we will reassess the situation over the coming months to determine if a extension to the deadline for submission is required.*

Application Process and Deadline

1. Applications must be received **no later than 4:00 p.m. Friday, June 5, 2020.**
2. **Late submissions will not** be accepted.
3. Applicants must include cover letter and resume.

Please reference the job title "**VOICE Volunteer Manager**" in the email subject line and **submit your resume and cover letter in confidence** to apply@cdfcanada.coop.

Only candidates selected for interview will be contacted!