



Job Posting - Volunteer Resources Coordinator

Yonge Street Mission (YSM) is the vibrant, local Christian development agency that is leading an infectious movement - going beyond meeting immediate needs by offering holistic programs and a pathway that can transform the lives of people living with poverty in Toronto from merely surviving to thriving.

Responsibilities: The successful candidate will be responsible for:

- Strategic proactive recruitment of volunteers, processing applicants, conducting screening protocols, interviews, reference checks, placements, orientation, training, recognition, ongoing support and engagement, monitoring, trouble shooting, reconciliation, encouragement and evaluation
- Coordinating and supporting YSM Volunteer Resources to develop, expand, educate and champion YSM's volunteer initiatives and model a best practice program that supports YSM's goals
- Helping expand YSM's program capacity through volunteer engagement & positive staff relations
- Applying and supporting *Volunteer Hub*, our volunteer management software, and Google applications
- Representing YSM at internal and external events
- Maintaining accurate and up-to-date files, notes, and records and other admin tasks
- Engage respectfully, cooperatively, supportively, and cross-functionally with immediate staff team, volunteers, groups, community members, YSM colleagues, and donors
- Conducting volunteer trainings, orientations and educational presentations, building relationships
- Working on tasks surrounding annual YSM Christmas activities and YSM Special Events
- Periodic evening and weekend work will be required

Qualifications: The successful candidate will have the following skills and training:

- Demonstrated commitment to YSM's values, mission and principles of Christian faith, and the ability to sign YSM's *Articles of Faith and Doctrine*
- Direct experience coordinating volunteers through the entire volunteer management cycle, including conducting training and risk management protocols, all in realization of the CCVI
- Direct experience coordinating, mobilizing, developing, expanding, supporting volunteer program(s)
- Excellent computer skills: *Volunteer Hub*, data bases, CRMs, Word, Excel and Google applications
- A passion for working positively with multiple stakeholders in a fast-paced, changeable environment
- Demonstrated superb oral, written, listening communication skills, meticulous self-editing skills
- Keeping people and groups organized and informed, and helping others, comes naturally
- University Degree and/or College Diploma or combination of related experience, volunteer management education, certification or equivalent
- Demonstrated creative successful volunteer recruitment tactics
- Excellence in engaging people - a diversity of volunteers, groups, staff and community members
- Comfort with and experience in public speaking and addressing groups
- Self-starter with strong problem solving skills and the ability to "think on your feet"
- Commitment to the dignity of people living with poverty, understanding of the dynamics of privilege, engage an anti-oppressive framework with an equitable, social justice-focused, inclusive approach
- Ability to work collaboratively, collegially & cooperatively within teams and ability to work alone
- Qualities needed for this key role: personable, extremely organized, focused, diligent, accurate, flexibility and calm in handling simultaneous tasks, enthusiasm, diplomacy, follow-through, attitude of gratitude, excellent people instincts, the keenness to ask good questions and stay positive
- Demonstrated personal volunteer commitment an asset
- A police check will be required / CPI / First Aid + CPR training is an asset

Deadline for Application: September 9th, 2019 **Starting Date:** ASAP

Send resume and cover letter in confidence to: volhire@ysm.ca

*While we appreciate all responses, only candidates under consideration will be contacted.
Learn more about Yonge Street Mission by visiting our website: www.ysm.ca*