



VOLUNTEER COORDINATOR

Founded in 2005, **Habitat for Humanity Mississauga ("HFHM")** is one of 72 Habitat for Humanity affiliates within Canada, and is part of Habitat for Humanity International (HFHI), a faith-based, worldwide network of affiliates that spans 93 countries, has built over 300,000 homes, and is now building a new home every ten minutes.

HFHM's mission is to mobilize volunteers and community partners in building affordable housing and promoting homeownership as a means to breaking the cycle of poverty.

Habitat for Humanity Mississauga ("HFHM") is currently recruiting for a Volunteer Coordinator to recruit and manage volunteer resources to assist in the delivery of the organization's programs and services and provide guidance, support, resources and tools to HFHM staff who supervise volunteers. This is a full-time 6-month contract position.

SPECIFIC RESPONSIBILITIES

Volunteer Programs and Services

- Administer, and review policies and procedures that guide the volunteer programs and services and reflect the overall values of the organization
- Develop and administer forms and records to document volunteer hours and activities
- Promote the volunteer program to gain community support of the volunteer program and the organization
- Respond to daily inquiries from current and potential volunteers and organizations investigating volunteer opportunities
- Support the volunteer requirements of the various committees and events of HFHM
- Prepare reports and statistics for various audiences, including the Board of Directors, WSIB, and other government agencies

Volunteer Recruitment & Engagement

- Working with the Board of Directors, HFHM Committees and ReStore Manager to assess the need for volunteers to enhance HFHM program and service delivery
- Identify volunteer assignments that provide meaningful work for volunteers and write the volunteer position descriptions in consultation with staff as appropriate
- Develop and implement effective strategies to recruit the right volunteers with the right skills
- Develop and implement a screening and interview protocol for potential volunteers to ensure the best match between the skills, qualifications, and interests of the volunteers and the needs of the organization

- Ensure that volunteers receive the appropriate level of supervision and are given appropriate orientation and training to ensure their understanding of the organization, its clients, its services and the role and responsibilities of volunteers and to ensure success as a volunteer
- Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the program or service
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures
- Assist with conflict resolution among clients, staff and volunteers according to established procedures
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization

KNOWLEDGE, EDUCATION & EXPERIENCE

- Post-secondary education; college certificate in Volunteer Management and/or certification from the Canadian Administrators of Volunteer Resources or the equivalent provincial association is an asset
- 3 years of experience working with volunteers; experience in non-profit and/or affordable housing environment is an asset
- Knowledge of current trends, resources and information related to volunteerism
- Proficiency in the use of computers for word processing, presentations, and data base management

PERSONAL CHARACTERISTICS

- Commitment to the work of HFHM and its Mission, Vision and Values
- Excellent interpersonal and relationship building skills
- Strong customer services skills
- Experience in developing and managing operating budgets and forecasts
- Excellent team-building, team leadership and facilitation skills
- Excellent written and verbal communication skills
- Ability to manage multiple competing priorities
- Strong planning and organization skills and attention to detail
- Ability to remain calm in highly stressful and ambiguous situations
- Innovative problem-solving skills; clear crisis decision-making and resolution skills
- Ability to work in a multi-cultural environment and implement practices supportive of diversity
- Ability to work flexible hours including evenings and weekends
- Access to transportation required

APPLICATION PROCESS

Applicants are asked to forward their resume to hr@habitatmississauga.ca and include Volunteer Coordinator in the subject line.

We thank all applicants for their interest but only those selected for an interview will be contacted.