



Immigrant and Refugee  
Community Organization of Manitoba

IRCOM House Ellen  
95 Ellen Street  
Winnipeg, MB R3A 1S8

P: 204.943.8765  
F: 204.943.4810

IRCOM House Isabel  
215 Isabel Street  
Winnipeg, MB R3A 1R5

www.ircom.ca  
info@ircom.ca

**VOLUNTEER AND COMMUNITY SERVICES COORDINATOR**  
**Full-time, Permanent Position**  
**March 2019**

**POSITION PURPOSE AND SUMMARY**

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the **Volunteer and Community Services Coordinator (VCSC)** provides coordination and leadership to the volunteer program, practicum students and Common Ground, Stronger Voices Project by;

- Taking a lead role in volunteer and community engagement and coordination initiatives
- Assessing and responding to the volunteer support needs of IRCOM programs and the community at large
- Recruiting, managing and retaining volunteers

**CANDIDATE PROFILE:**

The Volunteer and Community Services Coordinator is a gifted communicator, organizer and relationship builder, experienced in working with volunteers, community members, and individuals who seek to meaningfully engage with new Canadians. This individual is a 'people person' who is creative, efficient and resourceful, with strong interpersonal, organizational and administrative skills, and is able to work effectively with a culturally diverse group of people. The VCSC will exhibit and uphold IRCOM's core values of integration, diversity, advocacy and empowerment and will work in a way that is people-centered, holistic and partnership based.

Reporting to the Director of Programming, this role works in cooperation with all IRCOM staff ensuring all programs have access to volunteer supports.

**DUTIES AND RESPONSIBILITIES:**

**Program Development and Delivery (70%)**

- Lead the design, development, delivery and evaluation of volunteer and community engagement programs and events
- Provide leadership in creating and sustaining meaningful connections with local community members and partnerships with Indigenous organizations and groups
- Assist in the hiring, training and supervision of staff
- Provide day today program related supervision and support to program staff
- Assist other IRCOM program staff with problem solving and conflict resolution
- Manage program budgets and ensure financial accountability
- Design, organize and conduct relevant volunteer and community training opportunities
- Implement and adapt various systems for ongoing monitoring and evaluation of volunteers (through check-ins, reviews, exit interviews, etc.)
- Develop and conduct effective volunteer recruitment, engagement, retention and appreciation initiatives/strategies, maximizing newcomer participation as volunteers
- Provide oversight and work closely with programs to host and supervise practicum students

- Build connections with local high schools, universities and colleges to recruit practicum or cooperative students to undertake specific projects
- Create innovative volunteer related programming and initiatives/partnerships that will aid in the successful integration of newcomers
- Organize initiatives and plan public, partnership, and community events (Ex. Neighbourhood BBQ's, etc.)

### **Records Management and Reporting (25%)**

- Track and enter program related data into program specific database as required
- Collect, store and manage volunteer records
- Compose program summary of activities for public information
- Timely submission of monthly/quarterly and end of project narrative and, where applicable, statistical reports

### **Team and Interdepartmental Support (5%)**

- Maintain open communication with the IRCOM staff, community members and program participants
- Attend IRCOM staff meetings, team meetings and other project related meetings as requested
- Complete program related training and other tasks as required
- Collaborate with other IRCOM programs and take part in joint projects
- Follow IRCOM policies and procedures
- Other duties as required

### **REQUIRED QUALIFICATIONS**

- Minimum two years leadership/project coordination experience including direct supervision of staff
- Demonstrated experience recruiting, training, and managing volunteers, preferably in a not-for-profit environment
- Demonstrated ability to resolve and manage conflict
- Previous experience developing, coordinating, leading and evaluating community engagement projects
- Demonstrated proficiency with information technology, including Microsoft Office applications and data base management
- Proven ability to set priorities, manage budgets, solve problems, and meet deadlines under pressure
- Solid understanding of community engagement principles and promising practices
- Excellent communication (oral and written), and presentation skills
- Outstanding analytical, organizational and planning abilities
- Proven ability to foster trust, maintain and build networks and strategic partnerships across many cultures and relationships
- Lived newcomer or Indigenous experience, and / or an understanding of the refugee / immigration process and Indigenous cultures and history
- Demonstrated commitment to continuous learning and proven ability to achieve high levels of performance
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/employmentopportunities/> )
- University level training in social services is an asset

**HOURS OF WORK:**

This is a full-time permanent position to a maximum of 37.5 hours per week. The Volunteer and Community Services Coordinator's hours will take place predominantly during daytime and evening hours, Monday to Friday and some Saturdays.

**Wage:**            **\$20.53/hour**

Following probation, this position is entitled to participate in our Group Insurance Plan

**BENEFITS:**           Group Insurance Plan with extended health, dental, life and AD&D insurance  
Professional development opportunities  
Collaborative, family-friendly and supportive working environment

**APPLICATION PROCESS:** All applicants must be legally entitled to work in Canada.

Employment Equity is a factor in selection. Applicants are requested to indicate in their covering letter or résumé if they are from any of the following groups: women, Indigenous people, refugees, immigrants, visible minorities and/or persons with a disability.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

**Applications must be submitted by Friday, March 29, 2019 at 12 pm, noon to:**

HR - Selection Committee  
95 Ellen Street  
Winnipeg, Manitoba R3A 1S8  
Email: [hr@ircom.ca](mailto:hr@ircom.ca)  
Fax: 204-943-4810