



Immigrant and Refugee
Community Organization of Manitoba

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

CANDIDATE PROFILE: The Volunteer and Community Services Program (VCSP) Coordinator is a talented 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 VCSP Coordinator 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.

POSITION PURPOSE AND SUMMARY: Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc. (IRCOM), the **Volunteer and Community Services Program (VCSP) Coordinator** leads and coordinates volunteer and community engagement initiatives. Working with volunteers and practicum students, this role assesses and responds to the volunteer support needs of IRCOM programs and the community at large. Primary responsibilities include:

- Recruiting, managing and retaining volunteers
- Developing, delivering, and evaluating volunteer and community outreach programs,
- Managing records, preparing reports, and
- Providing team and interdepartmental support

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

DUTIES AND RESPONSIBILITIES:

Volunteer Recruitment and Management (50%)

- Recruit volunteers through various channels: databases, e-mail, social media, web, networking, Volunteer Manitoba, recruitment fairs and events
- Develop and conduct effective volunteer recruitment, engagement, retention and appreciation initiatives/strategies, maximizing newcomer participation as volunteers
- Build connections with local high schools, universities and colleges to recruit practicum or cooperative students to undertake specific projects
- Screen, interview and select new volunteers
- Orient, train and schedule volunteers according to individual, program and organization needs
- Develop and adapt training material according to volunteer and program needs
- Organize, conduct and evaluate relevant volunteer and community training opportunities
- Implement and adapt various systems for ongoing monitoring and evaluation of volunteers (through check-ins, reviews, surveys, etc.)
- Identify, create and promote broadly accessible volunteer opportunities, position descriptions, and schedules
- Create innovative volunteer related programming and initiatives/partnerships that will aid in the successful integration of newcomers
- Provide oversight and work closely with After School Program and other programs to host and supervise volunteers and practicum students
- Communicate frequently with volunteers to ensure they are well-placed and needs are addressed
- Respond to external and internal inquiries about the volunteer program

Community Program Development and Delivery (25%)

- Lead the design, development, delivery and evaluation of community services programs and events as requested
- Assist program staff with problem solving and conflict resolution involving volunteers

Records Management and Reporting (15%)

- Track and enter program related data into program specific database as required
- Collect, store and manage volunteer records,
- Ensuring volunteer files are complete, secure and up to date
- Update and maintain volunteer management software (Better Impact) and assist in making it accessible and well utilized
- Manage program budget and ensure financial accountability
- Compose program summary of activities for public information
- Prepare and submit monthly, quarterly and end of project narrative and statistical reports

Team and Interdepartmental Support (10%)

- Maintain open communication with IRCOM staff, community members, volunteers and program participants. (Schedule updates, check ins, reviews, feedback, follow up, problem solving, suggestions, community events)
- Supervise, coordinate, and support volunteers in collaboration with IRCOM staff
- 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:

- 2 years' experience recruiting, training, and managing volunteers, preferably in a not-for-profit environment
- Post Secondary education in volunteer or recreation management, administration, human resources, social sciences or related fields
- Previous experience developing, coordinating, leading and evaluating community engagement projects and programs
- Demonstrated proficiency with information technology, including MS Office and volunteer management software
- 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
- Demonstrated ability to resolve and manage conflict
- 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 <https://www.ircom.ca/about-us/work-here/>)

DESIRED QUALIFICATIONS

- Experience using Better Impact volunteer management software
- Lived newcomer experience, and / or an understanding of the refugee / immigration process 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 Program Coordinator's hours will be from 1:00pm -9:00 pm, Monday to Friday and some Saturdays.

WAGE: \$22.15/hour

BENEFITS: Group insurance (life, LTD, AD&D, dental & extended health)
Professional development opportunities
Collaborative, family-friendly and supportive working environment
Paid sick and discretionary time
Employer paid RRSP contribution (begins after 1st year)

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

Employment Equity is a factor in selection. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, refugees, immigrants, visible minorities, persons with a disability, or any other groups that are typically under-represented in the workplace.

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.

Review of applications will begin on **June 4, 2021** and continue until a candidate is selected.

HR - Selection Committee
95 Ellen Street
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Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.