



VOLUNTEER SERVICES OFFICER

Position Title: Volunteer Services Officer

Position Type: Permanent, Full Time

Location: Home Office/5657 15th Side Road, Milton, Ontario

Reports To: Director of Development

Available: Immediately

Organizational Profile:

We envision a world where no child is too complex to receive the love, care, and support they deserve.

The Darling Home for Kids provides professional, holistic, high quality, and personalized hospice, respite and residential care for children with medical complexities and their families. Our Home is a place of joy and tranquility, filled with the smiles and laughter of children engaging in unique and enriching experiences. While children create joyful memories within our walls, their families can take a break from the stress and isolation of caring for a child with such great needs.

The Opportunity:

Reporting to the Director of Development, the Volunteer Services Officer is responsible for the full scope of activities related to the development and engagement of volunteers across all facets of the organization, from clinical, fundraising, administrative and premises support, to members of the Board of Directors and volunteer committees. Core competencies include recruiting, screening, training, supervising, and stewarding a team of volunteers required for our organization to fulfill its mission and vision in the community.

Our organization follows a hybrid work model. Given the nature of this position, the successful candidate will be required to work from The Darling Home for Kids a minimum of 2 days per week dependent on business priorities, and their home office the remainder of the time. This position offers a flexible work schedule to accommodate after-hours volunteer training sessions and meetings, supervision of volunteer groups, and on-site event volunteer management.

Grow With Us:

Embark on our journey with us as we grow our Home – in fall 2021, we successfully completed a \$7M capital campaign that will expand our walls and increase our ability to provide care for some of the most vulnerable in our community. With plans to build new bedrooms and revitalize both our clinical and therapeutic spaces starting this year, we are excited to build more space for the moments that matter.

You Will:

- Maximize the use of volunteers to further the organization's mission and vision.
- In collaboration with department leads, identify volunteer needs, define volunteer positions and activities, and develop and implement comprehensive recruitment strategies.
- Actively recruit a robust and sustainable group of volunteers to meet organizational needs; ensure appropriate volunteer screening using methodologies such as interviews and reference checks. Select and suitably place all volunteers within the organization.

- Provide leadership and supervision to all volunteers and ensure compliance with program policies, procedures, and guidelines. Engage in continuous dialogue with volunteers, and provide appropriate and ongoing feedback as needed.
- Review, develop, implement, and revise documentation, policies and procedures for the volunteer program on a regular basis, remaining up to date on best in class protocols.
- Working with the Director of Development, assist in creating program specific budgets and operate in accordance with the approved annual budget.
- Maintain accurate statistics and records regarding all aspects of the volunteer program, and provide reports as needed to indicate impact of the program.
- Promote, recruit, schedule and oversee the engagement of group volunteer days with corporations, service groups/clubs, individual groups, etc.
- Recruit, schedule and oversee all aspects of the volunteer program as it relates to the planning and execution of all signature Fundraising Events including on-site event volunteer management.
- Supervise Family Event Committees and actively assist in the planning and execution of annual volunteer driven Family Events.
- Develop a robust volunteer stewardship and engagement program, including the planning and execution of volunteer appreciation events, socials, national volunteer week initiatives, formal volunteer acknowledgements, establishing a strong rapport with volunteers and acknowledging their impact to our children and families. Implement and evaluate volunteer retention strategies on a regular basis.
- Evaluate the program against measurable goals and objectives, including volunteer satisfaction, making timely program enhancements as needed. Provide various avenues for volunteers to provide feedback about their experiences.
- Pursue ongoing professional development and maintain competency in volunteer resource management and stay up to date on new and emerging volunteerism trends.
- Build awareness of the organization and volunteer program through participation in fairs, open houses, and community engagement presentations, and the creation of marketing materials.
- Complete additional tasks and projects as assigned by management.

Qualifications:

- A University Degree or College Diploma/Certificate in volunteer resource management or a related field;
- Minimum two years of relevant experience in volunteer coordination;
- Highly organized with strong planning skills;
- Exceptional interpersonal and communication skills, both written and verbal;
- Strong knowledge of the charitable sector, with an understanding of how fundraising and volunteerism are linked;
- Demonstrated program and human services evaluation skills;
- Positive attitude with superior customer service skills;
- Ability to effectively manage multiple priorities, remaining flexible and agile to business needs and requirements;
- An independent self-starter who works well with other team members;
- Ability to supervise diverse groups of volunteers;
- Demonstrated ability to develop an effective rapport with volunteers across a variety of sectors including individuals, corporations, and service clubs;
- Proficiency in Microsoft Office, and ability to understand/navigate volunteer management software.

Conditions of Hire:

- Satisfactory Criminal Record Check with vulnerable sector screening;
- Satisfactory pre-employment Medical Clearance, including proof of being fully vaccinated having received the recommended dosage(s) of a COVID-19 vaccine, as approved by Health Canada;
- Current Standard First Aid with CPR-C certification;
- Flexibility to attend evening/weekend meetings and events as required;
- Unlimited access to a reliable vehicle and valid Ontario Driver's License.

Total Compensation Package:

- Starting salary range of \$48,000-\$60,000, commensurate with experience and qualifications;
- Comprehensive benefits package (health, dental, vision, disability and professional services); employer pays 80% of premiums;
- RRSP employer matching program following probationary period; up to 3% of earnings;
- Professional development opportunities;
- Flexible work arrangements;
- Free parking on site.

To Apply: Email your resume and cover letter to careers@darlinghomeforkids.ca. We thank all applicants for applying, and regret that only those selected for an interview will be contacted.

The Darling Home for Kids is an inclusive organization that values diversity. We are committed to providing a safe and respectful workplace culture and welcome interest from all qualified applicants. As an equal opportunity employer, we will accommodate applicants with disabilities in the recruitment process.