



# Volunteer Manager

Regular Part-time, 25 hours per week

## About Us

Since 1993 Harvest Project has been reaching out to North Shore residents who are experiencing extreme challenges with family break-down, illness, job loss, and poverty. Our vision is to enlarge our work as a compassionate presence for North Shore residents, by North Shore residents. We contribute to a holistic support network that provides help for adults and children who find themselves in a vulnerable place in our community.

Our founder began Harvest Project as an expression of his Christian faith: to help those in poverty, to care for marginalized people, and to seek justice for neighbours in need. Today, we continue this vision as we bring a deep commitment to love our neighbours (“extending a hand up”). Visit [www.harvestproject.org](http://www.harvestproject.org).

## Volunteer Manager

We are seeking an experienced professional who is self-motivated, collaborative and compassionate to join our dynamic and enjoyable team environment. Reporting to the Executive Director, and supporting Program Managers, the Volunteer Manager is responsible for the full cycle of Harvest Project volunteer resources, including assessment of needs, community connections, outreach and recruitment, orientation and training, and supervision. Plans, develops, coordinates, manages, and evaluates the effectiveness of all aspects of volunteerism towards client care program outcomes. Your contributions will make a difference!

## Responsibilities

### Volunteer Resources

- Develop plans and strategies, goals and objectives for volunteer resources, volunteer opportunities within the organization, and community networks related to volunteering
- Develop and updates policies, procedures and standards; identify and mitigate risks
- Develop and conduct program evaluation using approved evaluation tools and methods

### Volunteer Management

- Develop and adapt the volunteer program as needed to determine volunteer needs and role profiles
- Assist managers in developing and implementing role training plans
- Provide training, direction, guidance and support to volunteers in assigned program areas
- Create skills based opportunities for volunteers with unique skills, abilities, and competencies

### Recruitment and Scheduling

- Develop and lead hiring processes adhering to professional standards of practice
- Schedule volunteer shifts according to areas of direct supervision, and other program areas as required, and monitor the day-to-day schedule

### Orientation and Performance

- Develop, update, and conduct orientation and select training sessions for volunteers and staff
- Develop and oversee goals, policies and processes to manage volunteer performance
- Provide support to managers by participating in volunteer performance procedures

## **Education and Experience**

Post-secondary education in Human Resources or Volunteer Management and 4 years combined experience in volunteer and HR management, preferably in a non-profit environment. Sound understanding of legislation, principles and practices in volunteer management and human resources. Assets include work experience in a supervisory capacity and conflict management training.

## **Skills and Abilities**

- Sound knowledge of practices and regulations covering HR and Volunteer Management.
- Ability to assess needs, develop, roll-out and evaluate new initiatives for volunteer profiles
- Experience with MS Office; databases, working with HRIS or Volunteer Management Systems
- Highly competent working with a diverse group of multi-cultural and multi-faith stakeholders
- Skilled at providing direction, supportive guidance, and performance feedback to others
- Ability to develop and maintain productive relationships within networks
- Effectively manage multiple and various and meet timelines despite interruptions
- Skilled in facilitation, training and making presentations.

## **Professional and Interpersonal Style**

- Collaborative and team-focused with sound people skills
- Professional standards: integrity, diplomacy, confidentiality, interpersonal, and conflict resolution skills
- Demonstrates care and support for the success of others, including vulnerable individuals

## **Additional Information**

- Requires occasional work to be done outside of core hours.
- At times may come into contact with clients in crisis situations.
- A vulnerable sector criminal record check is required.
- Driver's license and a clear driving record is required.

## **Applying**

We welcome applications from qualified candidates by **November 17**. (We will also welcome applications until the role is filled.)

Please email your resume and a letter explaining your interest and skills related to the role to **info@harvestproject.org** with Volunteer Manager in the subject line. We thank all applicants for their interest. Please note that we will contact selected individuals only, within one week after the posting closes.