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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Volunteer Coordinator

**Grid:** 23

**Class Title:** Coordinator of Volunteers I

### **I. Level Definition**

Positions at this level plan, develop and evaluate a variety of volunteer programs, recruit volunteers and maintain contact with community groups and volunteer organizations.

### **II. Typical Duties**

1. Plans, develops and evaluates a variety of volunteer programs and activities. Reviews and assesses requests for volunteer programs following established policies and procedures.
2. Recruits, screens and selects applicants for volunteer placements by reviewing application forms, conducting interviews, performing reference checks, evaluating applicant's suitability for the program. Schedules volunteer placements.
3. Supervises volunteers by providing related orientation and training, assessing volunteer performance and providing feedback. Follows up on complaints and/or conflicts and takes appropriate action.
4. Provides guidance and support to staff and volunteers by clarifying roles and expectations and providing formal and informal volunteer recognition.
5. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
6. Maintains volunteer program records, volunteer data, and prepares related reports and statistics.
7. Monitors expenditures of the program.
8. Performs other related duties as assigned.

### **III. Qualifications**

#### **(1) Education, Training and Experience**

Grade 12, introductory volunteer management course, plus three years' recent related experience or an equivalent combination of education, training and experience.

#### **(2) Skills and Abilities**

- (i) Ability to communicate effectively both verbally and in writing.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to supervise.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.