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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Volunteer Coordinator

**Grid:** 27

**Class Title:** Coordinator of Volunteers II

### **I. Level Definition**

Positions at this level oversee volunteer programs, establish and maintain contact with community groups and volunteer organizations, and/or supervise Coordinator of Volunteer I's.

### **II. Typical Duties**

1. In consultation with the Manager, develops strategies and initiatives for volunteer recruitment, reviews goals and objectives for volunteer programs, designs and evaluates volunteer training programs, and develops volunteer placement descriptions.
2. Oversees the day to day operation of assigned volunteer programs by performing a variety of administrative duties such as making recommendations regarding budget, allocating resources and overseeing and updating standards and procedures.
3. Identifies, establishes and maintains contact with community groups and volunteer organizations to promote interest, participation and support for the volunteer program.
4. Supervises Coordinator of Volunteer I's by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
5. Plans, develops and evaluates a variety of volunteer programs and activities. Reviews and assesses requests for volunteer programs following established policies and procedures.
6. 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.
7. 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.
8. Provides guidance and support to staff and volunteers by clarifying roles and expectations, and providing formal and informal volunteer recognition.
9. Maintains volunteer program records, volunteer data, and prepares related reports and statistics.
10. Performs other related duties as assigned.

### **III. Qualifications**

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

Graduation from a Bachelor program in Social Sciences 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.