

Japanese Canadian Cultural Centre

Job Description

Position :	Volunteer Program Coordinator
Reports to :	General Manager
Term:	Full time (1-Year Contract)

Purpose/Scope :

The Japanese Canadian Cultural Centre is a volunteer-based organization, with participation from over 1,100 volunteers in all levels of operations and across all departments.

The Volunteer Coordinator is an important link between the JCCC and its volunteer community. S/He is the face of the centre to our volunteers, and will always conduct themselves in a professional, neutral manner.

The volunteer coordinator will manage the volunteer database to ensure accurate record keeping of all volunteers, as well as work with other staff teams and departments to ensure all programs and events are well executed with the volunteer support through recruitment, orientation and training, supervision and assessment.

Major Responsibilities:

Volunteer Management

- Work closely with a variety of staff members to identify volunteer roles, positions and responsibilities for community events and programs.
- Build a diverse, loyal and reliable volunteer community
- Uphold best practices in interviewing, onboarding and training volunteers.
- Develop volunteer leadership training program.
- Recruit and schedule volunteers.
- Provide supervision and support for volunteers on days of events.

Outreach

- To develop a Volunteer recruitment strategy
- Networking and outreach to community partners.
- To develop a Volunteer Recognition Program
- To manage all personnel issues with volunteers, including the resolution of conflict, warnings, dismissals, etc.
- To update, review and finalize the Volunteer Manual.

Volunteer Database

- Manage and maintain the JCCC Volunteer Database.

- Maintain accurate records of volunteer participation, and to develop a volunteer recognition program, as well as participate in the Ontario Volunteer Service Award Program.
- Produce reports, and identify individuals as well as trends in volunteer participation and involvement
- Develop an optimal volunteer experience in sign-ups, communications and general interaction with the JCCC systems.

Quality Control

- A proactive approach to understanding industry standards on best practices in volunteer management.
- Be a part of the Plan to Protect® team to train volunteers and develop guidelines and policies around safety in volunteer work environments.

Other Duties

- All staff are expected to be flexible and complete any other tasks as may be assigned

Skills :

- Savvy with technology, and proven experience working in databases and team management tools.
- Excellent organizational and time management skills – ability to coordinate multiple components simultaneously and bring clarity to program and event execution.
- Effective communication skills and confidence with public speaking is a must.
- Conflict resolution skills – ability to make sound judgements and show impartiality, and manage personnel issues with volunteers.
- Attention to details and accuracy is critical, as volunteer experience is testimony to the professionalism of the organization.
- An assertive approach to assessing and identifying ways to improve efficiency and effectiveness of volunteer program.
- Ability to inspire confidence in volunteers, and provide them with adequate supervision and guidance.
- Diplomacy in managing issues and conflict.
- Knowledge of Volunteer Hub or a comparable volunteer database is preferred.
- Japanese language ability preferred but not essential.

Working Conditions:

- Position is located onsite at JCCC
- Full-time
- Evenings and weekends as required

Employment is contingent upon:

- Proof of employment eligibility in Canada (i.e. valid SIN number)
- Compliance to JCCC Health Protection Policy (as found at jccc.on.ca)
- Employee agrees to undergo Vulnerable Sector Screening Check

To apply, please send Cover Letter and Resume to Sandy Chan at sandyc@jccc.on.ca
Application deadline: September 22, 2023.