



Job posting

Volunteer engagement co-ordinator

Helping to give all kids the best chance to live a long and healthy life — that's what we do at the Stollery Children's Hospital Foundation. Is that what you want to do, too?

The position

We are looking for a volunteer engagement co-ordinator who will be responsible for providing a wide range of services in support of the Stollery Women's Network (SWN) and volunteer engagement program to continuously engage volunteers in an expanding community which supports the evolving needs of the Stollery Children's Hospital Foundation.

Everything we do is for Stollery kids and their families. As a member of our team, you'll work in a trust-based, collaborative culture, with solution-focused team members who encourage ideas, take initiative, embrace change and celebrate successes.

The Stollery Children's Hospital Foundation is strongly committed to an inclusive, respectful and equitable workplace that represents the communities we serve. We value applicants with a diverse range of skills, experiences and competencies, and especially welcome applications from racialized persons/persons of colour, Indigenous Peoples, persons living with disabilities, LGBTQ+ persons and others who may contribute to the further diversification of ideas.

Key responsibilities

Reporting to the program director, volunteer engagement and SWN, you will:

Stollery Women's Network program

- Provide administration support for the advisory committee, bi-annual meetings, annual strategic planning session and other meetings and events as needed by preparing agendas, registration lists and name tags and assisting with logistics on-site as needed
- Provide logistical support for SWN's Stollery Spotlight and Community Connect events
- Update materials such as onboarding package, terms of reference, role descriptions, calendar of events and distribution lists
- Maintain donor records in Raiser's Edge, including inputting new members, updating current member information and pulling queries to support timely stewardship
- Update and maintain SWN dashboard metrics on an ongoing basis
- Track inventory and report on all products related to the Stollery Women's Network
- Track and document volunteer hours in Volgistics
- Pull information from Raiser's Edge and Volgistics for promotional purposes on a quarterly basis

Volunteer engagement program

- Assist in the implementation and continuance of a comprehensive volunteer engagement program that provides appropriate volunteer support for major events and Foundation initiatives
- Actively participate in building and maintaining engaging relationships with volunteers
- Provide input into volunteer activity to continuously build innovation and creativity into the programs and processes
- Update and maintain a comprehensive volunteer database in Volgistics; input and keep current related data in Raiser's Edge on an ongoing basis, including tracking and documenting volunteer hours



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- Update actions tab to record profiles in Raiser's Edge of volunteers featured in Foundation's social media and volunteer stewardship
- Create and administer volunteer satisfaction surveys, tabulate results and report findings
- Co-ordinate and oversee established volunteer event, administration, Hospital and community outreach programs and third-party events to ensure the programs consistently meet volunteer engagement metrics

Recruitment and volunteer placement

- Drive the online recruitment of volunteers through the Volgistics program, assist applicants with the online application process and profiles, provide police record check forms and complete one-on-one interviews as needed
- Approve volunteer applications based on volunteer screening protocol
- Document, create, post and maintain active volunteer opportunities and role descriptions for volunteers within Volgistics
- Update Volgistics landing page monthly and volunteer landing page on the Foundation website and events calendar quarterly
- Assist active volunteers in managing their profiles in Volgistics as needed
- Maintain specific volunteer information of a core group of volunteers who can be assigned based on volunteer needs of the Foundation, and appropriately assign roles as needed
- Participate in opportunities with Foundation teams to assist in identifying requirements for volunteer support at key events

Giving Comfort program

- Lead the Giving Comfort program
- Maximize the number of items that can be dispersed by working with Hospital units and the delivery company for timely distribution
- Track inventory levels and reorder items as needed following approval from the Hospital
- Maintain the approved off-site storage facility to ensure it is clean, organized and follows health and safety standards
- Maintain the master spreadsheet in an effort to log orders and reorders, inventory levels, vendors, audits and costs
- Continuously look for operational improvements
- Complete quarterly inventory spot checks and annual full inventory check
- Oversee comfort item distribution shifts

Other

- Actively promote, participate in and be an ambassador of the Foundation's fundraising activities and events
- Support policies and processes that maintain confidentiality and appropriate handling of volunteer information
- Co-ordinate internal support and resources as needed
- Participate in established volunteer outreach programs to ensure the programs consistently meet the volunteer engagement metrics



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As our ideal candidate, you're someone who is:

- Educated, ideally with a bachelor's degree or diploma in a related field (e.g., volunteer management, HR) or a combination of equivalent skills and experience
- Experienced in volunteer management with a minimum of two (2) years leading and co-ordinating volunteer activity
- Actively involved in the volunteer sector
- Able to grasp strategic concepts and take initiative to move plans forward
- Able to demonstrate excellent administrative skills, with advanced knowledge in the Microsoft Office suite of products, Raiser's Edge and Volgistics
- Able to demonstrate strong written and verbal communication skills
- Highly disciplined with the ability to manage multiple priorities and deliver on a variety of commitments and deadlines
- Able to demonstrate strong planning, organizational and problem-solving skills; able to make sound decisions
- Able to thrive in a dynamic, fast-paced environment
- Able to work with a wide variety of personalities and situations with discretion
- Approachable, open, self-motivated, accountable, flexible, tactful and professional
- Positive with a solution-focused attitude and who can work both independently and as part of a dynamic team
- Passionate about children's health and building grassroots movements
- Able to work flexible hours, evenings and weekends, and travel as required
- Able to maintain a valid class 5 driver's license with regular access to a vehicle

Additional information

- Our successful applicant will be required to undergo a background and credit check
- Our successful applicant will be required to maintain a valid driver's license and access to a properly insured vehicle

If this position describes you and you're motivated to make a difference in the lives of children, we invite you to submit your cover letter and resumé. This position will remain open until April 12th, 2023 or until we find a qualified candidate who's a great addition to our culture.

To apply, please email: jobs@stollerykids.com

**** Enter "Volunteer engagement co-ordinator" in the subject line.**