



# SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

6470 Victoria Dr., Vancouver, BC V5P 3X7 ph: 604-324-6212 fax: 604-324-6116 website: [www.southvan.org](http://www.southvan.org)

Welcome Bienvenue Chào mừng Quý Vị Bienvenidos 환영합니다

## Volunteer Coordinator Internal/External Job Posting Part-Time

**South Vancouver Neighbourhood House (SVNH) is on the unceded, occupied, ancestral, traditional, and stolen homelands of the Coast Salish Nations, the x̣ṃəθkwəỵəm (Musqueam), Skwxwú 7mesh (Squamish), and Səlíḷwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.**

South Vancouver Neighbourhood House is looking for a Volunteer Coordinator to join our Operations Team. This is a part-time position. The Volunteer Coordinator is responsible for developing and rolling out volunteer management systems and standards at SVNH. This individual will oversee and uphold standards of volunteer management and coordination throughout the organization. The Volunteer Coordinator will take an active role in connecting volunteers with neighbourhood house programs and staff.

### Duties and Responsibilities:

#### Volunteer Coordination

- Connect new volunteers to opportunities that suit their skills and interests and ensure that they are connected with the appropriate staff.
- Coordinate and co-facilitate for the SVNH orientation presentation and ensure the organization's purpose and values are conveyed to new and existing volunteers.
- Keep new and existing volunteers informed about the organization and volunteer opportunities.
- Consult with leadership and staff to determine needs for various volunteer services.
- Develop and communicate volunteer specific codes of conduct and operating procedures to support the organization's mission and values.
- Develop systems and processes to empower and support staff throughout the volunteer management cycle and provide ongoing training to staff as needed.
- Work with communications staff to develop content for social media, newsletters, annual reports, etc., to recognize volunteer contributions and to help promote the volunteer program.
- Conduct regular and ongoing evaluations of systems and processes related to the volunteer management cycle.
- Oversee the processing of volunteer Criminal Record Checks.
- Other relevant volunteer related duties as assigned.

#### Software Management and Administration

- Implement and administer Volunteer Management Software (Better Impact) for SVNH staff and volunteers.
- Maintain up-to-date knowledge of the Volunteer Management Software (Better Impact) acting as the point of contact for users of the system.
- Develop and implement standardized systems and tools to support staff in volunteer management.
- Support staff with collecting volunteer onboarding information to maintain an up-to-date database.

---

**Building Better Neighbourhoods Together Since 1977**





# SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

6470 Victoria Dr., Vancouver, BC V5P 3X7 ph: 604-324-6212 fax: 604-324-6116 website: [www.southvan.org](http://www.southvan.org)

Welcome Bienvenue Chào mừng Quý Vị Bienvenidos 환영합니다

- Train staff on the use of the database and ensure staff have the knowledge and skills needed to train, supervise, and engage volunteers placed in their department.
- Analyze, prepare, and present outcome reports on the extent, nature, and value of volunteers.

## Qualifications:

- Diploma or related education in volunteer coordination, human resources, social services, or a related field.
- Two (2) years of volunteer coordination experience: knowledge and skills in developing and implementing systems related to intake, screening, and assessment; ability to support and train volunteers.
- Experience working with diverse populations from different cultures, socio-economic backgrounds, varying abilities, gender, and sexual identities, etc.
- Excellent communication, interpersonal, and relationship building skills.
- Proven experience working collaboratively in a team environment.
- Experience with conflict resolution is an asset.
- Experience with data management; the development and implementation of data management systems is an asset.
- Excellent organization skills and attention to detail.
- Adaptability and open to feedback and changes as feedback is applied.
- Demonstrated ability to problem solve and to identify and deal with issues proactively.
- Excellent written and verbal English, second language representative of SE Vancouver is an asset (Cantonese, Mandarin, Punjabi, Hindi, Tagalog, Spanish, etc.).
- Knowledge of South Vancouver community and resources
- Criminal record search required

**Compensation:** \$26.68-\$29.56 per hour based on experience + Municipal Pension Plan, Extended Health and Dental benefits, vacation and sick leave and Employee and Family Assistance Program upon passing probation

**Schedule:** 21 hours per week, Monday-Friday. Outreach activities may require evening and weekend work

**Application Period:** June 19 -July 3, 2024

**Job start date:** July 15, 2024

Please send cover letter and resume by email with subject heading **Volunteer Coordinator** to: [careers@southvan.org](mailto:careers@southvan.org)

*ANHBC is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to apply. Only short-listed candidates will be contacted for an interview. No phone calls please.*

---

Building Better Neighbourhoods Together Since 1977

