



Job Description

Title: Volunteer Coordinator

Reports To: Director of Development

SUMMARY OF POSITION:

Under the direction of the Director of Development (the “Director”) the Volunteer Coordinator is responsible for the development and management of a comprehensive volunteer relations program at the Langley Animal Protection Society (LAPS). This includes needs assessment, recruiting, onboarding, training, management, recognition, and ongoing engagement with volunteers. This role supports LAPS growing needs for volunteer resources while ensuring that we provide volunteers with meaningful and enriching opportunities that contribute to the mission and success of the organization.

DUTIES AND RESPONSIBILITIES:

- Develop, implement, and manage a comprehensive and integrated volunteer engagement program at LAPS, including research of best practices to ensure LAPS is providing a leading-edge program that meets the needs of the organization and volunteers.
- Utilize collaboration with departments to identify and create potential volunteer opportunities that aid in the execution of LAPS mission.
- Identify and recruit volunteers through various sources (e.g., databases, e-mail, social media, events, personal referrals)
- Develop and support the onboarding and orientation process for new volunteers and ongoing training & development for all volunteers.
- Develop comprehensive job descriptions for all volunteer positions at LAPS.
- Provide coaching and mentoring support to LAPS team members who are responsible for overseeing and/or supervising volunteers.
- Build and maintain solid, trusting relationships cross-functionally within LAPS.
- Evaluate the impact and contributions of volunteers, and the volunteer program, to ensure the needs of all stakeholders are being met.
- Develop a volunteer request process for departments to request volunteer assistance and determine all resource requirements.
- Schedule and place volunteers where needed and in appropriate positions.
- With appropriate supervisor, evaluate volunteer performance and address areas for improvement (including dismissal if needed)
- Develop and maintain governance policies and volunteer standards for effective volunteer management.
- Ensure standardized documentation and record management processes are conducted and adhered to for the volunteer program.
- Coordinate recognition and appropriate appreciation for all individual volunteers, community, and corporate groups.
- Participate in department and organizational strategic and operational planning.
- Attend Community events as a representative of LAPS to support Volunteerism.
- Participate in LAPS events as part of the Development department.

OVERALL LAPS VISION AND OPERATIONS:

- Support and promote the vision and strategic plan of LAPS
- Ensure positive public relations and customer service practices
- Ensure compliance with all protocols, procedures, and policies of LAPS
- Demonstrate the LAPS Team Values of Compassion, Excellence, Integrity, Adaptability, Connection and Accountability in all decisions and interactions

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- A minimum of five (3) years' progressive experience in working with volunteers in the not-for-profit sector.
- Experience with program development, implementation, and evaluation.
- Demonstrated ability to lead, manage and motivate a team of volunteers and ensure a high level of engagement.
- Strong written and verbal communication skills and must be able to produce professional well written documents.
- Well-developed interpersonal, coaching, mentoring and relationship building skills.
- Exceptional problem-solving and organizational skills.
- Demonstrated computer competency including relationship database management (Word, Excel, Better impact, PowerPoint and Outlook).
- Results oriented, organized, highly motivated and detail-oriented with a high level of energy.
- Creative, strategic, and innovative thinker.
- Ability to collaborate effectively with a diverse group of internal and external stakeholders.
- Support the mission and vision of the Langley Animal Protection Society
- Valid Driver's Licence with a safe driving record.

EDUCATION AND TRAINING:

- Grade 12 or equivalent.
- Post-secondary education in a related field (i.e., Volunteer Administration)

HOURS OF WORK:

- 40 hours per week (evening and weekend work will be required based on LAPS needs)

WHAT WE OFFER:

- Salary
- Medical Dental and Extended Health
- Vacation and Wellness Days
- RRSP matching after 1 year employment
- Education opportunities
- Flexible hours
- Dog friendly environment
- Supportive work environment with opportunities for career growth
- The chance to positively impact the lives of both animals and inmates reintegrating into the community!

To apply for this job please send cover letter and resume to HR@lapsbc.ca

