



KERR STREET MISSION (“KSM”)

Kerr Street Mission (KSM) is a Christian charity dedicated to helping the community of Oakville care for low-income and at-risk families and youth, by coming alongside families in distress and helping them get to a healthier, more sustainable situation and by developing youth so they do not end up in poverty.

KSM facilitates the communities' *response* to the needs of families and individuals in distress and creates opportunity for God's love and compassion to be shared in practical and tangible ways.

KSM serves low-income and at-risk families and their children.

Our faith in Jesus Christ, and the love and compassion we have received from Him motivates us to have love and compassion for others. We believe every person is created in the image of God and is loved and valued by Him. We serve people of all faiths without discriminating, proselytizing or condition.

Position Title: Volunteer Administrator

Position Summary: Volunteers are crucial to the daily activities of KSM. KSM relies on hundreds of volunteers to help achieve our organizations mission. We are looking to expand our volunteer department to help manage our volunteer needs.

Hours: This position is 20 hours per week, with a requirement to be in each day of the week. Timing of daily shifts is flexible. There is a potential for extra hours at times depending on season and events. The incumbent should have the ability to work during the evenings and weekends if required on an occasional basis. All extra hours and days worked must be preapproved by immediate supervisor, based on the need.

Benefits: Available after 3-month probationary period.

Reports to: Volunteer Coordinator

Key Responsibilities:

Individual Volunteers

- Provide administrative support for the recruiting, hiring, and on-boarding of KSM volunteers, ensuring due diligence practices are followed
- Conduct reference checks on prospective volunteers
- Perform data entry and maintain volunteer records, gaining subject matter expertise in our volunteer database tool as the key administrator

- Track items like completion of annual volunteer training and renewal of Vulnerable Sector Checks, and follow up with volunteers for same
- Maintain volunteer document templates, volunteer handbook and training materials, updating them annually or as necessary upon direction of Volunteer Coordinator
- Ensure the volunteer webpage and other related websites are current
- Support the administration of an annual volunteer survey
- Support the planning and execution of volunteer appreciation events
- Prepare letters confirming volunteer hours
- Coordinate the daily bread collections from COBS Bakery, identifying monthly availability from our COBS volunteers, compiling the calendar and liaising with COBS, KSM's Food Services and Front Desk teams to ensure a smooth operation each day
- Support implementation of large change efforts at KSM, helping to ensure that volunteers are informed and have ability to provide feedback
- Identify opportunities to improve upon current processes, systems and assets and implement change when possible
- Maintain performance metrics to monitor delivery of key duties

Volunteer Groups

- Source and schedule meal groups for our community meal times, maintaining the calendar and dealing with gaps and cancellations
- Engage with the groups to maximize engagement, understanding and fulfillment
- Work closely with Food Services team to keep community meal information up to date and available online
- Schedule basic group volunteering events, coordinating with program team who will supervise the event and introduce the relevant program staff supervisor, and obtain feedback on the experience
- Refer groups to our Stewardship leads when necessary
- Work closely with the Volunteer Coordinator to fill vacancies for all special events
- Maintain performance metrics to monitor delivery of key duties

Qualifications

- A humble heart
- An ability to work effectively with people and to build teams and strong relationships
- Ability to maintain a high level of confidentiality
- Excellent verbal and written communication skills
- Strong organizational and problem-solving skills
- Great attention to detail
- Ability to multi-task
- Computer proficiency with MS office. Knowledge of Raiser's Edge volunteer data base is an asset
- Willingness to learn new software
- Relevant administrative experience is an asset.

Please submit all resumes and cover letters to humanresources@kerrstreet.com. All candidates will be considered until the posting closes on March 17, 2024.

A successful vulnerable sector police background check is a requirement and a pre-requisite along with a minimum of two references. All employees must comply with the Mission, Vision and Core Values of Kerr Street Mission.

Kerr Street Mission is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. We offer an environment that will support you in reaching your potential. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in their cover letter when they apply.