



Kerr Street Mission
Oakville's Mission of Hope

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 Administration Coordinator

Position Summary: Volunteers are crucial to the daily activities of KSM and we rely on hundreds of volunteers to help achieve our organizations mission. The Coordinator of Volunteers is a critical role that fosters engagement while ensuring that KSM's operational needs are met.

Hours: This position is full-time, 37.5 hours per week Monday to Friday. There is a potential for modified/extra hours at times depending on season and events. The incumbent should have flexibility for evening and weekend hours on an occasional basis. Extra hours must be preapproved by immediate supervisor.

Benefits: Available after 3-month probationary period.

Reports to: Volunteer Coordinator

Key Responsibilities:

Individual Volunteer Coordination:

- Work proactively with KSM staff to identify ongoing and seasonal volunteer needs, thinking outside the box to create opportunities and leverage special skillsets
- Lead the recruiting, hiring, and on-boarding of KSM volunteers, ensuring the established due diligence practices are followed
- Manage the volunteer schedule and seek coverage for open shifts
- Track items like the completion of annual volunteer training and renewal of police checks and follow up with volunteers for same
- Work with program leads and schools to recruit and onboard co-op and placement students on a seasonal basis

- Coordinate volunteers for the daily bread collections from COBS Bakery, and liaising with COBS, KSM's Food Services and Front Desk teams to ensure all parties are aware of the monthly schedule
- Prepare volunteer hour letters upon request

Volunteer Group Coordination:

- Source and schedule meal groups for our community meal times, maintaining the calendar and dealing with gaps and cancellations
- Work closely with Food Services team to keep community meal information up to date and available online
- Create and schedule group volunteering events, coordinating with KSM program team who will supervise and obtain feedback on the experience
- Refer groups to our Fundraising and Communications leads when necessary

General Accountabilities:

- Create a positive working environment and promote volunteer engagement
- Become a subject matter expert and key administrator for our volunteer management software and assist with its implementation
- Maintain data & performance metrics and develop/produce reports
- Maintain volunteer document templates and update as needed
- Manage volunteer documentation and repository in an organized fashion
- Identify opportunities to improve upon current processes, systems and assets
- Keep up to date with best practices, trends and volunteer management resources, through organizations such as Volunteer Halton or Volunteer Canada.
- Conduct an annual survey to gauge volunteer satisfaction and elicit feedback
- Plan and execute ongoing and yearly recognition efforts, such as recognition of milestone anniversaries, national and international volunteer appreciation days & weeks.
- Prepare and deliver annual refresher training for volunteers
- Ensure the volunteer webpage and other related websites are current
- Support implementation of large change efforts at KSM, helping to ensure that volunteers are informed and have ability to provide feedback
- Pass feedback from volunteers to program leads as required
- Provide content for social media posts as needed

Qualifications:

- A humble heart
- A positive attitude
- Excellent people skills
- An ability to build strong relationships
- Excellent verbal and written communication skills.
- Strong organizational and problem-solving skills.
- Attention to detail
- MS Office proficiency
- The following are considered assets:
 - Project management and event planning experience
 - Minimum of 2 years experience in a related position within a not-for-profit organization is preferred
 - Knowledge of Better Impact volunteer management tool
 - Certificate in Volunteer Management and/or relevant post secondary education

- Possessing JHSC and First Aid certification
- Bilingualism and/or the ability to speak other languages

Please submit all resumes and cover letters to humanresources@kerrstreet.com. All candidates will be considered until the posting closes on April 14, 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.